

OCCUPATIONAL OUTLOOK MONTEREY COUNTY 2000



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THE STATE OF CALIFORNIA EMPLOYMENT DEVELOPMENT DEPARTMENT,
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OCCUPATIONAL OUTLOOK: MONTEREY COUNTY

2000

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Greg Keebler, President
Monterey County Workforce Investment Board

Joseph Werner
Executive Director

January 31, 2001

FOR MORE INFORMATION CONTACT:

Labor Market Information Coordinator
Workforce Investment Board
One-Stop Career Center
730 La Guardia Street
Salinas, CA 93905
(831) 796-3312

P R E F A C E

In 1989, the California State Employment Development Department (EDD) awarded the Monterey County Private Industry Council a grant to participate in the State/Local Labor Market Information Program. After years of refinement, the program was expanded in 1996 to cover every county in the state.

The official title of the program is the California Cooperative Occupational Information System (CCOIS). The program's objective is to utilize appropriate resources and expertise at both the local and state levels in the collection, analysis and dissemination of occupational information. Such information is most often used as a guide in the development of training programs and for career counseling. The information provided is also helpful for business and government planning.

This January 2001 report includes summaries of 60 occupations available in Monterey County. Twenty occupations were studied as recently as the summer of 2000, including 7 occupations studied for the first time and 13 occupations previously surveyed. Forty of the occupations included in this report were studied in 1998 and 1999, respectively, and were included in reports for those years. The information is based on confidential surveys with area employers, supplemented by additional data obtained from other organizations, including representatives of vocational schools, unions, apprenticeship programs, and professional associations.

The research methods used to produce this report were designed to provide reliable data. One of the features of the program is that it requires community participation in selecting survey occupations and defining the scope of the study. While most of the research is conducted at the local level, EDD's Labor Market Information Division (LMID) is responsible for setting policy and for providing occupational projections, computer generated samples and technical assistance.

We hope you find this report informative. Please direct any questions to the Workforce Investment Board's Labor Market Information Coordinator at (831) 796-3312.

The Workforce Investment Board and staff of the Office for Employment Train wish to express sincere appreciation to all the employers and others that participated in this valuable community project. In addition, we acknowledge the assistance of Diana Portillo, CCOIS Research Analyst, LMID.

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INTRODUCTION

The information presented in this Occupational Outlook Report (OOR) was collected and analyzed as a function of a partnership between state and local agencies. Staff of the Monterey County Workforce Investment Board prepared this material, with assistance from the California State Employment Development Department (EDD), Labor Market Information Division (LMID). The purpose of this OOR is to provide information for labor market decisions, including career planning, human resources management, and vocational training program planning. Questions regarding the material in this report should be directed to the Labor Market Information Coordinator, at (831) 796-3312.

Information provided in the Occupational Summaries portion of this report applies specifically to Monterey County. Data collection occurred in 2000 from May through October, and during approximately the same period in 1997 and 1998. Local users of occupational information selected the occupations presented for study. These users include vocational program administrators, vocational planners and counselors, employers, and others. Different occupations will be selected for future study.

Following are descriptions of each section of the Occupational Summaries.

OCCUPATION

Occupations are listed alphabetically by their Occupational Employment Statistics (OES) titles. The titles and definitions are based on the OES dictionary published by the Bureau of Labor Statistics, May 1992, and updated for California in December 1999. Three occupations for which an OES code does not currently exist were studied: *Internet Web Site Designers/Developers (Webmasters)*, *Multimedia Specialists*, and *Ophthalmic Laboratory and Frame Technicians*. References to the Dictionary of Occupational Titles (DOT, U.S. Department of Labor, Employment and Training Administration, Fourth Edition, Revised in 1991) are included in the Occupational Summaries.

WAGES

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages. The data enable comparison of salaries across occupations in terms of salary range and median wage. The data are not intended to represent official prevailing wages. The ranges are based primarily on employer surveys and contracts with unions. All wages are shown to the nearest cent; however, the reader should not interpret this as an indication of precision. Wages reflect the minimum wage at the time of the survey (\$5.75 per hour). Wage data were collected in each year during the time period shown in parentheses in the *Wages* section of each Occupational Summary and reflect the following definitions:

- | | |
|------------------------------------|---|
| New hire, no experience | - The wages paid to persons without experience in the occupation. |
| New hire, experienced | - The starting wage paid to journey-level or experienced persons just starting at the firm. |
| Experienced, three years with firm | - The wages paid to persons with three years' experience at the firm. |

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

This section presents the amount and kinds of work experience and education required by surveyed employers. Also included are preferences of employers for basic entry level qualifications, including language fluency. Response averages are weighted by size of employment. In 1998 and 1999 occupational summaries technical and other skill requirements are reported for the '**Most Important**' and '**Very Important**' responses options. The 1999 and 2000 summaries also include abilities, skills, and knowledge information drawn from national employer and peer group surveys by the U. S. Department of Labor, Employment and Training Administration, through the Occupational Information Network (O*Net), Version 1.0. O*Net information is not available for some occupations.

The complete 1998 O*Net Viewer is available on the Internet at <http://www.doleta.gov/programs/onet>. Information on licensing and certification requirements is taken from the *California License Handbook*.

In 1999 and 2000 employers were asked to state minimum educational requirements appropriate to an occupation. (In 1998 responding employers were asked to indicate the most common level of education of recent hires. As a result, 1998 data may be more indicative of labor supply factors than employer requirements.) Minimum educational requirements, where indicated, have been provided as employers expressed them; however, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, statements by employers that relate to education are included in this report.

The terms **all**, **almost all**, **most**, **many**, **some**, and **few**, found throughout the text represent the following percent ranges:

- All - 100 percent of the survey respondents or their employees
- Almost all - 80-99 percent of the survey respondents or their employees
- Most - 60-79 percent of the survey respondents or their employees
- Many - 40-59 percent of the survey respondents or their employees
- Some - 20-39 percent of the survey respondents or their employees
- Few - less than 20 percent of the survey respondents or their employees

Information on training programs located within Monterey County is provided in Appendix A.

SUPPLY/DEMAND ASSESSMENT

The terms presented in this section of the summary refer to the relative difficulty employers experience in locating qualified applicants (both inexperienced and experienced) for entry and experienced positions in the occupation, based on weighted averages of employer responses. The terms used in describing the local supply/demand situation found in the area in 1999 and 2000 are defined as

- Very Difficult** - Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.
- Moderately Difficult** - Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.
- Not difficult** - Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

The terms "Somewhat Difficult" and "A Little Difficult" were used in the occupational summaries for 1998 to describe what is currently referred to as "Moderately Difficult".

SIZE OF OCCUPATION

The term used to describe the size of a particular occupation relates to its estimated number of workers in the county. Occupational size in Monterey County is measured using the following scale:

Small	Less than 187
Medium	187-374
Large	375-811
Very large	812 and above

The range provided in the Occupational Summaries for 2000 represents the seven-year forecast prepared by EDD for the period 1997-2004. Because the previous seven-year range (1995-2001) was used for 1998 and 1999 summaries the scale was minimally different (less than 10%).

EMPLOYMENT TRENDS

In most cases, one of several standard terms will describe the expected growth rate for the multi-year outlook period relative to a projected Monterey County average growth of 14.5% (15.3% for 1998 and 1999), as follows:

Much faster than average	= 1.50 times average or more
Faster than average	= 1.10 to, but not including 1.50 times average
Average	= .90 to, but not including 1.10 times average
Slower than average	= Less than .90, but greater than zero
No significant change, or remain stable	= Zero
Slow decline	= Less than zero

Unless otherwise noted, employment trends are based on EDD projections for the seven-year period 1997-2004 (1995-2002 for 1998 and 1999), and are subject to many unforeseen factors. It is important not to overemphasize growth in an occupation. For most occupations, more openings are the result of workers leaving the labor force (attrition) or changing occupations than of industry growth. Replacement openings are most numerous in occupations with relatively low training requirements.

Employer responses provided in this section of the occupational summaries reflect current year hiring in the firms that responded to the survey and 2-year projections of 'growth,' 'remain stable,' or 'decline.'

OTHER INFORMATION

Other information may be listed in the OOR, including: typical industry concentrations ("Where the jobs are"); hours of work; concentration of on-call, seasonal, or temporary workers; promotional patterns; recruitment practices; and the typical number of hours worked per week in an occupation. Employer responses to open-ended questions are reported for all categories comprising at least 20% of the total responses. EDD prepared California Occupational Guides are listed by number at the end of each summary for which a Guide is available.

USES OF LABOR MARKET INFORMATION

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below.

Career Decisions

Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment.

Program Planning

This report provides local planners and administrators with employment and training, and placement data, as well as occupational size and expected growth rates. Program planners can use these data to evaluate, improve, and eliminate programs, or to plan new programs.

Curriculum Design

Training providers can assess and update their curriculum based on current employer needs and projected trends, as indicated in this report.

Economic Development

Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages, useful in determining the potential for business growth and development in our labor market area.

Program Marketing

Training providers can market their programs effectively by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

Human Resource Management

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

This report is intended to be used as a good reference to base and support these and many other decisions. As stated in the Preface, to maximize the use of this information, please contact the labor market information unit of the Monterey County Workforce Investment Board at (831) 796-3312.

Occupational Outlook Reports for this and other areas are available on the World Wide Web at <http://www.calmis.cahwnet.gov> .

SURVEY METHODOLOGY

OCCUPATION SELECTION

Initially, staff of the Monterey County Workforce Investment Board (WIB), formerly the Private Industry Council, identified the following criteria for survey occupations:

the occupations should have a substantial employment base in the county;
a majority of the occupations to be surveyed should typically require formal training of two years or less.

For the first of these two criteria (substantial employment base) occupational projection tables prepared by the California Employment Development Department (EDD) were reviewed. These tables provided past, present and future employment by occupation and projected job growth rates for occupations in Monterey County. Using these tables, occupations that showed strong projected growth rates and those that were expected to have sizable replacement needs were selected.

A preliminary list of occupations was developed. Vocational program operators, educational institutions, labor representatives, economic development organizations, and members of the Workforce Investment Board reviewed this list. From the input of these organizations, occupations were dropped and others added and a final list of occupations was selected.

DEFINITION OF OCCUPATIONS

An occupation is the name or title of a job that identifies the various activities and functions of a worker; i.e., occupations represent what workers do. The method for classifying jobs used in this Program is the Occupational Employment Statistics (OES) classification system developed by the U.S. Department of Labor's Bureau of Labor Statistics (BLS). BLS uses the OES classification system nationwide to study staffing patterns within and among industries. A limited number of occupations that do not have an OES classification at this time are also included in the study as "non-OES" occupations. Every effort is made to incorporate the locally used job titles supplied by employers in the body of the report following the OES definition.

SURVEY SAMPLE SELECTION

After the occupations were selected and defined, an employer sample was developed for each occupation. One consideration in drawing up the employer sample was to identify the industry classification.

An industry is a title for a group of firms that produce similar goods and services. An industry title represents the economic activity in which a firm is engaged.

Industries are classified by the Standard Industrial Classification (SIC) Manual. There are nine major industry groups. Some examples are agriculture, construction, manufacturing, and retail trade, which contain several hundred detailed industry categories. Every firm in the state is classified in one or more of these detailed industry categories, according to the products they produce or services they provide.

EDD staff, using detailed databases on employers and occupational staffing within industries, chose a representative sample of employers for each of the occupations. A medical secretary would generally work for a firm that is classified in the health services category; whereas a typist may be scattered across several industries, e.g., health services, retail trade, manufacturing, etc. This was considered for each occupation when establishing the sample of employers that would receive questionnaires.

This sample was carefully reviewed by WIB staff and employers were added and deleted, as appropriate, to obtain an initial sample of 40 employers, wherever possible. Some occupations were found to have fewer than 40 local employers.

QUESTIONNAIRE DEVELOPMENT

Separate questionnaires were developed for each of the occupations. EDD developed a generic framework of questions to be asked, and the local partner developed specific qualifications and preferred language questions for all occupations. (See Sample Questionnaire, Appendix C.)

SURVEY PROCEDURES

WIB staff used the following survey procedures:

Staff began by attempting to obtain phone numbers for each employer on the final list of employers proposed for the study. Many employers were eliminated from the list at this time because they were no longer in business, or because a local address or phone number could not be verified without extraordinary efforts.

Employers selected for the survey who were not contacted by telephone were mailed a questionnaire with a letter from the WIB Labor Market Information (LMI) Coordinator, a descriptive brochure prepared by EDD, and a stamped return envelope.

Every reasonable effort was made by interviewing technicians to contact and re-contact selected employers using a variety of communication media, including telephone, facsimile, e-mail, and regular mail.

All surveys were reviewed by the LMI Coordinator to monitor accuracy and completeness. Employers were contacted if the answers were unclear or conflicted with other answers on the questionnaire.

In addition to contacting employers, the WIB staff contacted labor unions, employment agencies, training providers, etc., on an "as-needed" basis to learn about a specific occupation.

TABULATION AND RESULTS

The survey responses were entered into a database and tabulations were generated on computer software provided by EDD, with the exception of skills and languages data.

Data were analyzed and an experienced member of the WIB staff prepared the final Occupational Summaries. Each Occupational Summary provides information on training and hiring requirements, occupational size, employment trends, supply/demand assessment, wages, and fringe benefits, and other information. Specific employer information is, and will remain, strictly confidential.

LIST OF OCCUPATIONS BY YEAR OF SURVEY

PAGE NUMBER	OCCUPATION	2000
10	Bus Drivers	
12	Cashiers	
14	Computer Engineers	
16	Cooks - Restaurant	
18	Financial Managers	
20	Food Service Managers	
22	General Office Clerks	
24	Internet Web Site Designers/Developers (Webmasters)	
26	Lodging Managers	
28	Maintenance Repairers - General Utility	
30	Marketing, Advertising, and Public Relations Managers	
32	Multimedia Specialists	
34	Ophthalmic Laboratory and Frame Technicians	
36	Registered Nurses	
38	Systems Analysts - Electronic Data Processing	
40	Teachers and Instructors - Vocational Education and Training	
42	Teachers, Preschool	
44	Teachers - Elementary School	
46	Teachers - Secondary School	
48	Truck Drivers, Light - including Delivery and Route Workers	
		1999
50	Amusement and Recreation Attendants	
52	Aquatic Science Technicians (Monterey and Santa Cruz Counties)	
54	Automotive Mechanics	
56	Carpenters	
58	Child Care Workers	
60	Computer Support Specialists	
62	Dental Assistants	
64	Driver/Sales Workers	
66	First Line Supervisors and Manager/Supervisors - Clerical and Administrative Support Occupations	
68	Graphic Designers	
70	Hazardous Materials Removal Workers	
72	Hotel Desk Clerks	
74	Human Service Workers	
76	Laborers, Landscaping and Groundskeeping	
78	Marine Technicians (Monterey and Santa Cruz Counties)	
80	Medical Assistants	
82	Recreation Workers	
84	Secretaries, except Legal and Medical	
86	Surgical Technicians	
88	Telephone and Cable T.V. Line Installers and Repairers	

AGRICULTURAL AND RELATED OCCUPATIONS

90	Agricultural Sales Workers
92	Biological, Agricultural, and Food Technicians and Technologists - except Health
94	Farm Equipment Mechanics
96	Farm Equipment Operators
98	Farmworkers, Food and Fiber Crops
100	First Line Supervisors - Agricultural, Forestry, Fishing and Related Occupations
102	Hand Packers and Packagers

FOOD SERVICES OCCUPATIONS

104	Cooks - Specialty Fast Foods
106	Counter Attendants
108	Waiters and Waitresses

HEALTH SERVICES OCCUPATIONS

110	Nurse Aides
112	Physical Therapy Aides
114	Physical Therapy Assistants

OFFICE OCCUPATIONS

116	Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers
118	Personnel Clerks - except Payroll and Timekeeping
120	Receptionists and Information Clerks

OTHER OCCUPATIONS

122	Data Processing Equipment Repairers
124	Firefighters
126	Janitors and Cleaners - except Maids and Housekeeping Cleaners
128	Stock Clerks - Sales Floor

OCCUPATIONAL SUMMARIES

BUS DRIVERS

OES Code 971080 (7 Firms Reporting)

DEFINITION

Bus Drivers drive buses, to transport passengers over specified routes to local or distant points according to a time schedule. They assist passengers with baggage and collect tickets or cash fares. School Bus Drivers are not included.

Alternate titles reported by employers include *Coach Operator, Driver, Crew Bus Driver*.

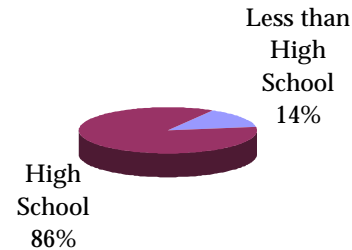
TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Many employers (43%) require and many (43%) prefer prior experience in the occupation. Few (14%) neither require nor prefer prior occupational experience. Three of four firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 6-12 months. Two of four employers responding to the question accept training in lieu of experience.

One employer reported seeking computer software skills. In addition to English, many responding employers also prefer fluency in Spanish.

Commercial Driving License - Fees: Application: \$64 for Class A or B; Renewal: \$34; Class C: \$34. **Examination Frequency:** Vision, knowledge (law), and performance tests must be completed in twelve months. Medical exam required. **Locations:** Local DMV field offices listed in the *California License Handbook*. **Experience Requirement:** Must be 18 years of age; 21 years for interstate commerce and meet licensing requirements. **Average Time to Process:** Driving tests average one and one-half hours to complete. **Renewal Period:** 4 years following date of issuance. **Other Special License Requirements:** See Section 1.4 of the California Commercial Driving Handbook. **Information and Applications:** Contact local field offices or the Commercial Driving License Office of the Department of Motor Vehicles, P.O. Box 944278, MS-J254, Sacramento, California, 94278-2780; (916) 657-5771.

Minimum Education Requirement (% of responding employers)



The **Occupational Information Network (O*Net)** of **1998** lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation: **Abilities** - Night Vision; Reaction Time; Far Vision; Control Precision; Near Vision.

Skills - Operation and Control; Equipment Maintenance; Operation Monitoring; Speaking; Reading Comprehension.

Knowledges - Transportation; Geography; Public Safety and Security; Mechanical; Customer and Personal Service.

New Skills: A new skill reported for this occupation is Defensive Driving.

Training: Few employers require prior vocational training for this occupation.

SIZE OF OCCUPATION Very Large (810-950)

EMPLOYMENT TRENDS

Faster than average growth (17.3%)

Many employers surveyed (57%) report that occupational employment remained stable during the last year and many (43%) report growth. Many (43%) predict that employment will remain stable over the next two years and many (57%) predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is moderately difficult to find experienced and inexperienced workers who meet their requirements.

BUS DRIVERS

OES Code 971080 (7 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 2000)

Nonunion and Union (Union firms pay at the top of the wage range.)

New Hires, No Experience:	\$7.00 to \$11.09/hr	Median:	\$7.84/hr
New Hires, Experienced:	\$8.00 to \$12.93/hr	Median:	\$10.00/hr
Experienced, 3 Yrs w/Firm:	\$8.50 to \$14.97/hr	Median:	\$10.00/hr

Other Compensation is included.

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	14		57	14			29	14
Dental Insurance			43				57	29
Vision Insurance	14		57	14			29	14
Life Insurance	14		29	14	14		43	14
Sick Leave	43	14					57	14
Vacation	57	14					43	14
Retirement Plan	29		43	14			29	14
Child Care							100	29
Other*	29	14			14		57	14

*Deferred Compensation, Club membership, Well Bonus Plan

WHERE THE JOBS ARE

Major employing industries include public and private transportation companies, agricultural firms, and not-for-profit organizations.

OTHER INFORMATION

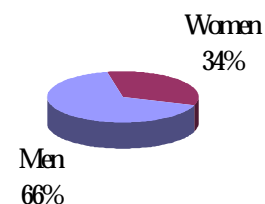
Hours: Almost all workers are full-time, averaging 41 hours/week; few work part-time, averaging 25 hours/week and few are seasonal, averaging 40 hours/week. Almost all work day shifts; many work swing shifts; many work other shifts (weekends, early morning and evening); few work graveyard.

Vacancies/Promotion: Many filled vacancies (46%) in the last 12 months were from employees leaving; some were from promotion; few were created from new positions or were temporary hires. Most firms promote to higher level; some do not promote.

Recruitment: The three most successful methods for recruitment reported by employers are employee referrals (83%), newspaper advertisements (83%), and walk-in applicants (67%).

Unionization: Employment in this occupation is almost evenly divided between nonunion (57%) and union (43%).

Gender



RELATED D.O.T. OCCUPATIONAL TITLES

913.463-010 Bus Driver;
913.363-010 Bus Driver, Day-Haul or Farm Charter.

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = less than 20%

CASHIERS**OES Code 490230 (27 Firms Reporting)****DEFINITION**

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.

Alternate titles reported by employers include *Service Representative, Clerk/Cashier, Sales Associate, Cashier/Checker, Checker, Customer Service Clerk, Customer Service Representative, Front Desk Staff, Office Administrative Assistant, Book Seller, Cashier/Receptionist*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

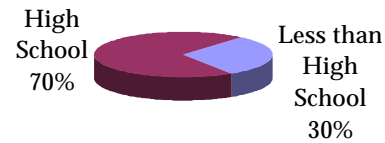
Experience and Qualifications Many firms (48%) prefer prior experience, but few require experience. Many (44%) neither require nor prefer prior occupational experience. Ten of fifteen firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 3-12 months. Eight of fifteen employers responding to the question accept training in lieu of experience.

One employer reported seeking computer software skills. In addition to English, many responding employers also prefer fluency in Spanish.

The **Occupational Information Network (O*Net)** of **1998** lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation: **Abilities** - Oral Expression; Number Facility; Near Vision; Oral Comprehension; Speech Clarity.

Skills - Mathematics; Service Orientation; Speaking; Social Perceptiveness; Active Listening.

Knowledges - Customer and Personal Service; Mathematics; Clerical; Computers and Electronics; English Language.

Minimum Education Requirement
(% of responding employers)

New Skills: New skills reported for this occupation include Good Writing/Speaking, Customer Service/People Skills, Bilingual Capability, Computer Skills, Basic Math, and Flexibility.

Training: Few employers require prior vocational training for this occupation.

SIZE OF OCCUPATION
Very Large (3,340-3,990)**EMPLOYMENT TRENDS****Faster than average growth (19.5%)**

Many employers surveyed (48%) report that occupational employment remained stable during the last year and many (48%) report growth; few report decline. Many (48%) predict growth over the next two years; many (44%) predict that employment will remain stable; few predict decline.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is moderately difficult to find experienced and inexperienced workers who meet their requirements.

CASHIERS**OES Code 490230 (27 Firms Reporting)****WAGES AND FRINGE BENEFITS (Summer 2000)***Nonunion*

New Hires, No Experience:	\$5.75 to \$10.48/hr	Median:	\$6.50/hr
New Hires, Experienced:	\$5.75 to \$10.64/hr	Median:	\$7.25/hr
Experienced, 3 Yrs w/Firm:	\$5.75 to \$12.00/hr	Median:	\$8.50/hr
Other Compensation is included.			

Union

New Hires, No Experience:	\$6.15 to \$7.74/hr	Median:	\$6.87/hr
New Hires, Experienced:	\$7.00 to \$9.10/hr	Median:	\$7.78/hr
Experienced, 3 Yrs w/Firm:	\$9.90 to \$10.50/hr	Median:	\$10.00/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	33	11	37	19	4		11	33
Dental Insurance	37	11	33	19	4		11	33
Vision Insurance	22	11	19	11	4		37	44
Life Insurance	30	4	26	19			26	44
Sick Leave	37	22	19	7			26	37
Vacation	56	22	22	11			4	33
Retirement Plan	26	7	22	11	11	4	22	44
Child Care			4		4	4	74	63
Other*	4	4	7	4			70	59

*Holidays, Stock Plan, 401(K) Plan, Meals, Uniforms

WHERE THE JOBS ARE

Major employing industries include a wide range of retail establishments and public agencies.

OTHER INFORMATION

Hours: Many workers are part-time, averaging 25 hours/week; many work full-time, averaging 39 hours/week; few are seasonal, averaging 20 hours/week; and few are temporary/on call, averaging 10 hours/week. Almost all work day shifts; many work swing shifts; some work other shifts (evening); few work graveyard.

Vacancies/Promotion: Some vacancies (31%) in the last 12 months were filled from promotion; some (30%) from employees leaving or (25%) creation of new positions; few vacancies were temporary hires. Almost all firms promote to higher levels; few do not promote.

Recruitment: The three most successful methods for recruitment reported by employers are employee referrals (77%), walk-in applicants (58%) and newspaper advertisements (54%).

Unionization: Most workers (79%) are nonunion; some are union (21%).

Gender**RELATED D.O.T. OCCUPATIONAL TITLES**

209.567-014 Order Clerk, Food and Beverage;
 211.362-010 Cashier I;
 211.462.010 Cashier II;
 211.462-014 Cashier-Checker;
 211.462-018 Cashier-Wrapper;
 211.462-026 Check Cashier;
 211.462-038 Toll Collector;
 211.467-030 Ticket Seller.

**For additional information: CALIFORNIA
OCCUPATIONAL GUIDE #31**

COMPUTER ENGINEERS

OES Code 221270 (11 Firms Reporting)

DEFINITION

Computer Engineers analyze data processing requirements to plan EDP systems to provide system capabilities required for projected work loads. They plan layout and installation of new systems or modification of existing systems. They may set up and control analog or hybrid computer systems to solve scientific and engineering problems.

Alternate titles reported by employers include *Consultant, Control Systems Design Engineer, Test Engineer, Software Engineer/Programmer, Senior Applications Developer, Network Administrator, Systems Engineer*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications: Almost all employers (82%) require and few (18%) prefer but do not require prior experience in the occupation. Five of eleven firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 6-72 months. Four of eleven employers responding to the question accept training in lieu of experience.

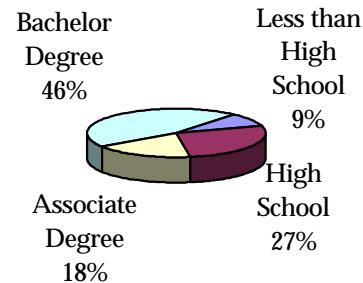
All employers reported seeking computer software skills. These included database, spreadsheet, word processing, desktop publishing, and specialized programs.

The **Occupational Information Network (O*Net) of 1998** lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation: **Abilities** - Written Comprehension; Oral Comprehension; Inductive Reasoning; Written Expression; Oral Expression.

Skills - Operations Analysis; Mathematics; Science; Information Organization; Programming; Troubleshooting; Information Gathering.

Knowledges - Computers and Electronics; Mathematics; Engineering and Technology.

Minimum Education Requirement (% of responding employers)



New Skills: New skills reported for this occupation include Advanced Access, SQL Server Programming, Project Design, Network Research and Development, Good Knowledge of Operating Systems.

Training: Some employers (36%) require prior vocational training for this occupation.

SIZE OF OCCUPATION Medium (160-280)

EMPLOYMENT TRENDS

Much faster than average growth (75.0%)

Many employers surveyed report that occupational employment grew during the last year and many report that employment remained stable. Many (55%) predict growth over the next two years and many (45%) predict that employment will remain stable.

SUPPLY/DEMAND ASSESSMENT

Employers report great difficulty in finding experienced and inexperienced workers who meet their requirements.

COMPUTER ENGINEERS

OES Code 221270 (11 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 2000)

New Hires, No Experience:	\$9.00 to \$23.67/hr	Median:	\$16.34/hr
New Hires, Experienced:	\$10.00 to \$30.17/hr	Median:	\$18.00/hr
Experienced, 3 Yrs w/Firm:	\$14.00 to \$35.68/hr	Median:	\$25.00/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	45		36	9			18	18
Dental Insurance	36		27	9			36	18
Vision Insurance	9		27	9			64	18
Life Insurance	27		18	9			55	18
Sick Leave	64		18	9			18	18
Vacation	73		18	9			9	18
Retirement Plan	27		27	9	9		36	18
Child Care							100	27
Other*	27		9	9			64	18

*Profit Sharing, Stock Purchase Plan, Flex Plan, Club membership, Cell phone, 401(K) Plan

WHERE THE JOBS ARE

Major employing industries include public agencies and private firms that maintain extensive computer operations or install computer systems.

OTHER INFORMATION

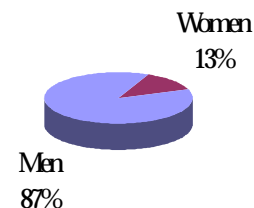
Hours: Almost all workers are full-time, averaging 40 hours/week; few work part-time, averaging 20 hours/week. Few firms report other than day shifts.

Vacancies/Promotion: Many vacancies filled in the last 12 months (54%) were from the creation of new positions; some vacancies (38%) were from employees leaving; few were from promotion. Most firms promote to higher levels of supervision; some do not promote.

Recruitment: The most successful methods for recruitment reported by employers are employee referrals (70%), newspaper advertisements (50%), Internet recruiting services (40%), and colleges/universities (40%).

Unionization: This occupation is not unionized.

Gender



RELATED D.O.T. OCCUPATIONAL TITLES

030.062-010 Software Engineer;
033.167-010 Computer Systems Hardware Analyst.

**For additional information: CALIFORNIA
OCCUPATIONAL GUIDE #488**

COOKS RESTAURANT

OES Code 650260 (20 Firms Reporting)

DEFINITION

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu.

Alternate titles reported by employers include *Chef, Sous Chef, Production Line Cook, Line Cook, Kitchen Manager/Assistant Kitchen Manager, Assistant Chef, Prep Cook, Pantry Cook, Grill Cook*.

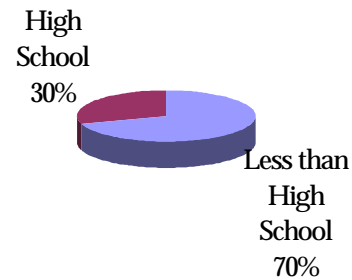
TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Most employers (70%) require and some (25%) prefer prior experience in the occupation. Few firms (11%) indicated that they would accept experience in other occupations. Firms requiring experience report a range of 6-36 months. Seven of nineteen employers responding to the question accept training in lieu of experience.

Three employers reported seeking computer software skills. In addition to English, many responding employers also prefer fluency in Spanish.

The **Occupational Information Network (O*Net)** of **1998** lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation: **Abilities** - Information Ordering; Memorization; Wrist-Finger Speed; Written Comprehension; Manual Dexterity. **Skills** - Equipment Selection; Product Inspection; Monitoring. **Knowledges** - Customer and Personal Service; Mathematics.

Minimum Education Requirement (% of responding employers)



New Skills: New skills reported for this occupation include Food Safety Training; Safety Certification; Math, Reading, Writing, and English Skills.

Training: Few employers require prior vocational training for this occupation.

SIZE OF OCCUPATION Very Large (1,070-1,220)

EMPLOYMENT TRENDS Average growth (14.0%)

Most employers surveyed report that occupational employment remained stable during the last year and some report growth. Most (70%) predict that employment will remain stable over the next two years; some (30%) predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is moderately difficult to find experienced and inexperienced workers who meet their requirements.

COOKS - RESTAURANT

OES Code 650260 (20 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 2000)

New Hires, No Experience:	\$5.90 to \$8.00/hr	Median:	\$7.25/hr
New Hires, Experienced:	\$5.75 to \$13.42/hr	Median:	\$8.00/hr
Experienced, 3 Yrs w/Firm:	\$5.75 to \$15.82/hr	Median:	\$10.00/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	30	5	30		10	5	30	25
Dental Insurance	30	5	25		10	5	35	25
Vision Insurance	15		5		10	5	70	30
Life Insurance	25	5	10		10	5	55	25
Sick Leave	30	5					70	30
Vacation	55	15	5				40	20
Retirement Plan	15		15	5			70	30
Child Care							100	35
Other*	5						95	35

*Holidays, Credit Union, Meals, Uniforms

WHERE THE JOBS ARE

Major employing industries include restaurants and retail dining establishments located in hotels and resorts.

OTHER INFORMATION

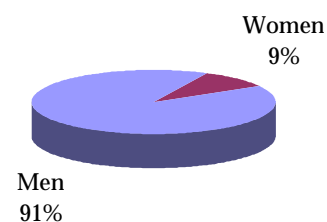
Hours: Almost all work full-time, averaging 40 hours/week few work part-time, averaging 25 hours/week; few are temporary on-call, averaging 10 hours/week, and few are seasonal, averaging 25 hours/week. Almost all firms report day shifts; many report swing shifts; some report other shifts (evening, lunch, dinner, night.)

Vacancies/Promotion: Many vacancies (55%) filled in the last 12 months were from employees leaving; some were from creation of new positions, and few from promotion. This is a high turnover occupation; 32% of positions in reported employment were hired within the last 12 months. Almost all firms promote to higher levels of supervision; few do not promote.

Recruitment: The three most successful methods for recruitment reported by employers are in-house promotion or transfer (70%), employee referrals (70%), and newspaper advertisements (60%).

Unionization: This occupation is not unionized.

Gender



RELATED D.O.T. OCCUPATIONAL TITLES

313.131-014 Chef;
 313.131-026 Sous Chef;
 313.361-014 Cook;
 313.361-018 Cook Apprentice;
 313.361-030 Cook, Specialty, Foreign Food;
 313.381-022 Cook, Barbecue.

**For additional information: CALIFORNIA
OCCUPATIONAL GUIDE #93**

FINANCIAL MANAGERS

OES Code 130020 (15 Firms Reporting)

DEFINITION

Financial Managers plan, organize, direct, control, or coordinate the financial activities of an organization. Please include managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions.

Alternate titles reported by employers include *Financial Branch Manager/Assistant, Controller, Comptroller, VP Finance, Property Accountant, Supervisor Finance, Director of Finance, Administrative Officer.*

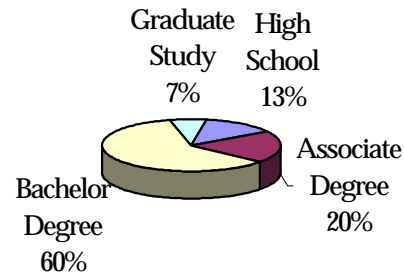
TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Almost all employers (80%) require and some (20%) prefer prior experience in the occupation. Four of fifteen firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 6-60 months. Three of fifteen employers responding to the question accept training in lieu of experience.

All employers reported seeking computer software skills. In addition to English, some responding employers also prefer fluency in Spanish.

The **Occupational Information Network (O*Net)** of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation: **Abilities** - Written Expression; Mathematical Reasoning; Written Comprehension; Oral Communication; Oral Expression. **Skills** - Judgement and Decision-Making; Critical Thinking; Coordination; Management of Financial Resources; Reading Comprehension; Information Gathering; Problem Identification. **Knowledges** - Economics and Accounting; Administration and Management; Mathematics.

Minimum Education Requirement (% of responding employers)



New Skills: New skills reported for this occupation include Mathematical, Budgeting, Supervision, Strategic Planning, Financial Analysis, Investment Management, Risk Management, Changing Market, Writing Well, Revised Financial Records, Spreadsheet, Advanced Contracting, Personnel/Payroll.

Training: Some employers (33%) require prior vocational training for this occupation.

SIZE OF OCCUPATION Large (690-780)

EMPLOYMENT TRENDS Average growth (13.0%)

Almost all employers surveyed report that occupational employment remained stable during the last year; few report growth. All firms predict that employment will remain stable over the next two years.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is moderately difficult to find experienced workers who meet their requirements and that finding inexperienced workers is very difficult.

FINANCIAL MANAGERS

OES Code 130020 (15 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 2000)

New Hires, No Experience: \$9.59 to \$17.26/hr **Median:** \$11.99/hr
New Hires, Experienced: \$11.51 to \$28.77/hr **Median:** \$21.74/hr
Experienced, 3 Yrs w/Firm: \$14.38 to \$46.02/hr **Median:** \$26.85/hr
 Other Compensation is included.

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	27		53				20	7
Dental Insurance	33		47				20	7
Vision Insurance	47		33				20	7
Life Insurance	53		13		7		27	7
Sick Leave	73						27	7
Vacation	73		7				20	7
Retirement Plan	40		33				27	7
Child Care	7				13		80	7
Other*	27						73	7

*Bonus, Low Rate Mortgage Loan, Profit Sharing, Golf Discounts

WHERE THE JOBS ARE

Major employing industries include tennis clubs, golf courses, recreation centers, amusement parks.

OTHER INFORMATION

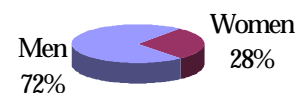
Hours: Almost all workers are full-time, averaging 41 hours/week; few work part-time, averaging 20 hours/week. Few firms report other than day shifts.

Vacancies/Promotion: Many filled vacancies (44%) in the last 12 months were from promotions and many (44%) were from employees leaving; few vacancies were created from new positions. Most firms promote to higher levels and many do not promote.

Recruitment: The three most successful methods for recruitment reported by employers are employee referrals (87%), newspaper advertisements (60%), and other (33%), including recruitment fairs and industry seminars, volunteer referrals, word of mouth.

Unionization: This occupation is not unionized.

Gender



RELATED D.O.T. OCCUPATIONAL TITLES

160.167-058 Controller;
 161.117-018 Treasurer;
 161.117-034 Manager, Brokerage Office
 169.167-086 Manager, Credit and Collection
 186.117-066 Risk and Insurance Manager;
 186.117-070 Treasurer, Financial Institution;
 186.117-078 Vice President, Financial Institution;
 186.167-086 Manager, Financial Institution.

FOOD SERVICE MANAGERS

OES Code 150261 (18 Firms Reporting)

DEFINITION

Food Service Managers plan, organize, direct, control, or coordinate activities of an organization or department that serves food and/or beverages. Food and Beverage Directors are included.

Alternate titles reported by employers include *Food and Beverage Director/Assistant, Manager, Dining Room Supervisor, General Manager, Executive Chef, Service and Beverage Hospitality Manager, Maitre'D, Hospital Chef, Service Manager, Kitchen Manager.*

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Most employers (72%) require and some (28%) prefer prior experience in the occupation. Eleven of eighteen firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 12-48 months. Five of eighteen employers responding to the question accept training in lieu of experience.

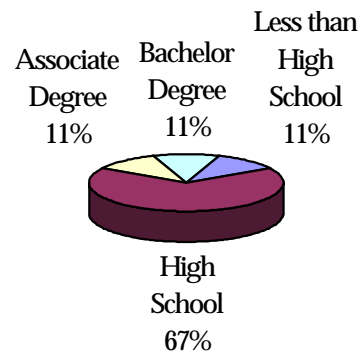
Ten employers reported seeking computer software skills. In addition to English, some responding employers also prefer fluency in Spanish.

The **Occupational Information Network (O*Net)** of **1998** lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation: **Abilities** - Oral Comprehension; Oral Expression; Near Vision; Written Comprehension; Mathematical Reasoning.

Skills - Coordination; Time Management; Problem Identification; Management of Personnel Resources; Service Orientation; Implementation Planning; Critical Thinking; Speaking.

Knowledges - Administration and Management; Customer and Personal Service.

Minimum Education Requirement (% of responding employers)



New Skills: New skills reported for this occupation include Point of Sale (POS) System, Credit Card Processing, Prioritizing, Customer Service.

Training: Few employers (17%) require prior vocational training for this occupation.

SIZE OF OCCUPATION Large (670-820)

EMPLOYMENT TRENDS

Much faster than average growth (22.4%)

Most employers surveyed report that occupational employment remained stable during the last year and some report growth. Most (78%) predict that employment will remain stable over the next two years; some predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is moderately difficult to find experienced workers who meet their requirements and that finding inexperienced workers is very difficult.

FOOD SERVICE MANAGERS

OES Code 150261 (18 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 2000)

New Hires, No Experience:	\$7.67 to \$15.34/hr	Median:	\$11.50/hr
New Hires, Experienced:	\$9.50 to \$18.21/hr	Median:	\$13.06/hr
Experienced, 3 Yrs w/Firm:	\$9.50 to \$27.00/hr	Median:	\$16.91/hr
Other Compensation is included.			

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	39		44		6		11	17
Dental Insurance	33		33		6		28	17
Vision Insurance	28		33		6		33	17
Life Insurance	33		28		6		33	17
Sick Leave	56		6				39	17
Vacation	72		11				17	17
Retirement Plan	17		28		6		50	17
Child Care					6		94	17
Other*	6						94	17

*Holidays, Meals, Uniforms

WHERE THE JOBS ARE

Major employing industries include restaurants, hotels, resorts, hospitals, schools, and public institutions.

OTHER INFORMATION

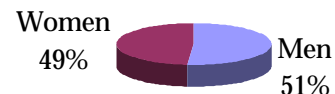
Hours: Most workers are full-time, averaging 44 hours/week; some work part-time, averaging 20 hours/week. Most firms report day shifts and swing shifts; few report other shifts.

Vacancies/Promotion: Almost all filled vacancies (81%) in the last 12 months were from employees leaving; few vacancies were created from new positions and few from promotions. Most firms promote to higher levels; some do not promote.

Recruitment: The three most successful methods for recruitment reported by employers are newspaper advertisements (72%), in-house promotion or transfer (67%), and employee referrals (56%).

Unionization: Unionization is negligible (less than 10%).

Gender



RELATED D.O.T. OCCUPATIONAL TITLES

185.137-010 Manager, Fast Food Services;
 187.161-010 Executive Chef;
 187.167-026 Director, Food Services;
 187.167-106 Manager, Food Service;
 187.167-126 Manager, Liquor Establishment;
 187.167-206 Dietary Manager;
 187.167-210 Director, Food and Beverage.

**For additional information: CALIFORNIA
OCCUPATIONAL GUIDE #503**

GENERAL OFFICE CLERKS

OES Code 553470 (19 Firms Reporting)

DEFINITION

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Workers whose duties are narrowly defined are not included.

Alternate titles reported by employers include *Clerk*, *Administrator Clerk*, *Secretary/Receptionist*, *Administrative/Office Assistant*, *Support Services Staff*, *Office Automation Clerk*, *Clerk Receptionist*, *Clerical Assistant*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Many employers (53%) require and many (37%) prefer prior experience in the occupation. Few (11%) neither require nor prefer prior occupational experience. Thirteen of seventeen firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 6-36 months. Twelve of seventeen employers responding to the question accept training in lieu of experience.

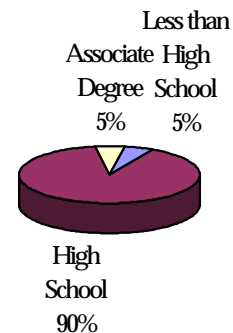
Seventeen employers reported seeking computer software skills. In addition to English, some responding employers also prefer fluency in Spanish.

The **Occupational Information Network (O*Net) of 1998** lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation: **Abilities** - Information Ordering; Oral Comprehension; Oral Expression; Number Facility; Speech Clarity.

Skills - Reading Comprehension; Writing; Speaking; Information Organization; Active Listening; Mathematics.

Knowledges - Clerical; English Language; Customer and Personal Service; Mathematics.

Minimum Education Requirement (% of responding employers)



New Skills: New skills reported for this occupation include Good Communication Skills, Letter Composition, Bilingual Telephone Skills, Basic Math, 10-Key Calculator.

Training: Many employers (47%) do not require but prefer prior vocational training for this occupation, but many (47%) neither require nor prefer prior training.

SIZE OF OCCUPATION Very Large (2,620-2,830)

EMPLOYMENT TRENDS

Slower than average growth (8.0%)

Many employers surveyed report that occupational employment remained stable during the last year and some report growth. Most (68%) predict that employment will remain stable over the next two years; some (26%) predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is moderately difficult to find experienced and inexperienced workers who meet their requirements.

GENERAL OFFICE CLERKS

OES Code 553470 (19 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 2000)

Nonunion

New Hires, No Experience:	\$5.75 to \$9.00/hr	Median:	\$8.00/hr
New Hires, Experienced:	\$6.00 to \$12.50/hr	Median:	\$9.25/hr
Experienced, 3 Yrs w/Firm:	\$9.00 to \$15.82/hr	Median:	\$12.00/hr
Few firms offer other compensation.			

Union

New Hires, Experienced:	\$8.71 to \$10.76/hr	Median:	\$10.17/hr
Experienced, 3 Yrs w/Firm:	\$9.58 to \$12.45/hr	Median:	\$10.17/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	68		16		5	5		32
Dental Insurance	58		16		5	5	11	32
Vision Insurance	47		16		5	5	21	32
Life Insurance	63		11		5	5	11	32
Sick Leave	63	5	5			5	21	26
Vacation	68	11	11			5	11	21
Retirement Plan	53	11	16	5	5	5	16	16
Child Care			11	5	5		74	32
Other*	5						84	37

*On the Spot Award, Time Off Award

WHERE THE JOBS ARE

Major employing industries include a wide range of public agencies and private firms with office operations.

OTHER INFORMATION

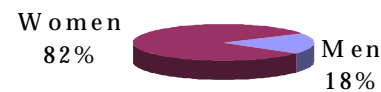
Hours: Almost all workers are full-time, averaging 40 hours/week; few work part-time, averaging 26 hours/week; few are seasonal, averaging 45 hours/week. Almost all firms report day shifts; some report swing shifts.

Vacancies/Promotion: Almost all filled vacancies (87%) in the last 12 months were temporary hires; few vacancies were from employees leaving, created from new positions, or promotions. Most firms promote to higher levels; some do not promote.

Recruitment: The three most successful methods for recruitment reported by employers are newspaper advertisements (74%), employee referrals (53%), and in-house promotion or transfer (32%).

Unionization: Almost all workers (89%) are nonunion; few are union.

Gender



RELATED D.O.T. OCCUPATIONAL TITLES

209.362-030 Congressional-District Aide;
 209.562-010 Clerk, General;
 219.362-010 Administrative Clerk;
 219.362-026 Contract Clerk, Automobile;
 243.362-014 Police Aide;
 245.362-014 Unit Clerk;
 245.367-010 Animal Hospital Clerk;
 249.367-010 Animal Shelter Clerk;
 249.367-014 Career-Guidance Technician;
 375.362-010 Police Clerk;
 579.137-030 Dispatcher, Concrete Products.

**For additional information: CALIFORNIA
OCCUPATIONAL GUIDE #295**

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = less than 20%

INTERNET WEB SITE DESIGNER/DEVELOPERS (WEBMASTERS)

Non-OES Code 031064999 (8 Firms Reporting)

DEFINITION

Internet Web Site Designers/Developers (Webmasters) are responsible for managing the content of an organization's Internet web site. Usually using specialized software, they create, design and maintain web pages to communicate an organization's message to Internet users.

Alternate titles reported by employers include *Information Systems/Network Manager, Webmaster, Graphic Designer/Site Coder, Creative Consultant, Tech Support Manager, Web Designer*.

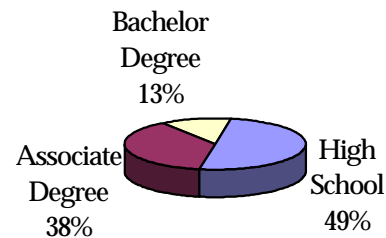
TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Almost all employers (88%) require and few (13%) prefer prior experience in the occupation. Two of eight firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 12-60 months. One of eight employers responding to the question accepts training in lieu of experience.

All employers reported seeking computer software skills, with strong emphasis on graphics programs.

In the absence of information at this time from the Occupational Information Network (O*Net) of 1998, responding local employers list the following job entry qualifications in descending order of importance: **Abilities** - Work independently; Use multiple web site design and construction softwares; Use good business English; Design brochures; Create cartoons; Use multiple page layout softwares; Use multiple photo softwares. Other - Good color perception; Creativity.

Minimum Education Requirement (% of responding employers)



New Skills: New skills reported for this occupation include Good People Skills, Design, Layout, Editing, Creativity, and Knowledge of specific computer programs and languages (PHP, ASP, PERL, JAVA, MYSQL, Oracle.)

Training: Some employers (38%) require prior vocational training for this occupation and some (38%) prefer but do not require prior training.

SIZE OF OCCUPATION

Data are not available.

EMPLOYMENT TRENDS

Data are not available.

Most employers surveyed report that occupational employment remained stable during the last year and some report growth. Many (63%) predict that employment will grow over the next two years and some predict that employment will remain stable.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is moderately difficult to find experienced workers who meet their requirements and that finding inexperienced workers is very difficult.

INTERNET WEB SITE DESIGNER/DEVELOPERS (WEBMASTERS)**Non-OES Code 031064999 (8 Firms Reporting)****WAGES AND FRINGE BENEFITS (Summer 2000)**

New Hires, No Experience: \$12.00 to \$12.00/hr **Median:** \$12.00/hr
New Hires, Experienced: \$14.38 to \$25.00/hr **Median:** \$15.00/hr
Experienced, 3 Yrs w/Firm: \$16.50 to \$36.87/hr **Median:** \$23.97/hr
 Other Compensation is included.

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	75		13				13	
Dental Insurance	63		13				25	
Vision Insurance	38		13				50	
Life Insurance	75		13				13	
Sick Leave	75						25	
Vacation	88						13	
Retirement Plan	25		38		13		25	
Child Care							100	
Other							100	

WHERE THE JOBS ARE

Major employing industries include public and private businesses that use computers extensively, Internet web site design firms, and Internet service providers.

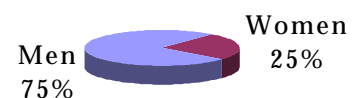
OTHER INFORMATION

Hours: Workers are full-time, averaging 40 hours/week. Few firms report other than day shifts.

Vacancies/Promotion: Many filled vacancies (43%) in the last 12 months were from employees leaving; some were from the creation of new positions and some from promotions. Many firms promote to higher levels and many do not promote.

Recruitment: The three most successful methods for recruitment reported by employers are the Internet (75%), employee referrals (50%), and newspaper advertisements (50%).

Unionization: Unionization is negligible (less than 10%).

Gender

**For additional information: CALIFORNIA
OCCUPATIONAL GUIDE #559**

LODGING MANAGERS

OES Code 150262 (15 Firms Reporting)

DEFINITION

Lodging Managers plan, organize, direct, control, or coordinate activities of an organization or department that provides lodging such as hotels, motels, or tourist courts.

Alternate titles reported by employers include *Front Office Operations Manager, Reservation Manager, General Manager, Front Desk Manager, Innkeeper, Assistant Innkeeper, Resident Director, Executive Manager.*

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Most employers (60%) require and some (33%) prefer prior experience in the occupation. Few (7%) neither require nor prefer prior occupational experience. Six of fourteen firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 6-60 months. Five of fourteen employers responding to the question accept training in lieu of experience.

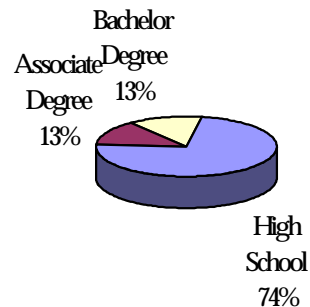
Twelve employers reported seeking computer software skills.

The **Occupational Information Network (O*Net)** of **1998** lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation: **Abilities** - Oral Expression; Oral and Written Comprehension; Originality; Fluency of Ideas.

Skills - Speaking; Visioning; Active Listening; Idea Generation; Judgment and Decision-Making; Critical Thinking.

Knowledges - Sales and Marketing; Administration and Management; Mathematics.

Minimum Education Requirement (% of responding employers)



New Skills: New skills reported for this occupation include Counseling, People Skills.

Training: Some employers (33%) prefer but do not require prior vocational training for this occupation. Most (67%) do not require prior vocational training.

SIZE OF OCCUPATION Large (670-820)

EMPLOYMENT TRENDS

Much faster than average growth (22.4%)

Almost all employers surveyed report that occupational employment remained stable during the last year and some report growth. Almost all (80%) predict that employment will remain stable over the next two years; some predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is moderately difficult to find experienced and inexperienced workers who meet their requirements.

LODGING MANAGERS

OES Code 150262 (15 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 2000)

New Hires, No Experience: \$8.50 to \$15.34/hr **Median:** \$10.51/hr
New Hires, Experienced: \$9.00 to \$19.18/hr **Median:** \$13.85/hr
Experienced, 3 Yrs w/Firm: \$12.00 to \$28.77/hr **Median:** \$15.92/hr
 Few firms offer other compensation.

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	40		53				7	7
Dental Insurance	27		47				27	7
Vision Insurance	20		27				53	7
Life Insurance	33		33				33	7
Sick Leave	47		13				40	7
Vacation	67		27				7	7
Retirement Plan	20		33				47	7
Child Care			7				93	7
Other*	7		7				87	7

*CAP, LTO, Education Assistance

WHERE THE JOBS ARE

Major employing industries include hotels and motels.

OTHER INFORMATION

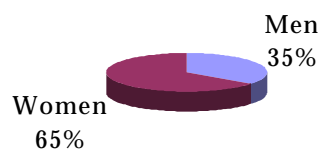
Hours: Almost all workers are full-time, averaging 43 hours/week; few are work part-time, averaging 14 hours/week. Almost all firms report day shifts; many report other shifts (including weekends, holidays, on call); few report swing shifts.

Vacancies/Promotion: Many filled vacancies (44%) in the last 12 months were from employees leaving; some were from promotions; few vacancies were created from new positions. Most firms promote to higher levels, but many do not promote.

Recruitment: The three most successful methods for recruitment reported by employers are newspaper advertisements (71%), in-house promotion or transfer (57%), and employee referrals (50%).

Unionization: This occupation is not unionized.

Gender



RELATED D.O.T. OCCUPATIONAL TITLES

187.117-038 Manager, Hotel or Motel;
 187.126-046 Executive Housekeeper;
 187.137-018 Manager, Front Office;
 187.167-050 Manager, Agricultural-Labor Camp;
 187.167-066 Manager, Camp;
 187.167-078 Convention Manager;
 187.167-122 Manager, Hotel Recreational Facilities;
 320.137-014 Manager, Lodging Facilities.

MAINTENANCE REPAIRERS - GENERAL UTILITY

OES Code 851320 (18 Firms Reporting)

DEFINITION

General Utility Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work; as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning, and balancing new equipment; and repairing buildings, floors, or stairs.

Alternate titles reported by employers include *Maintenance Worker, Maintenance Engineer, Engineer 3, Maintenance Technician, General Maintenance, Maintenance Person, Engineer, Refrigeration Fitter, Mechanic*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Most employers (67%) require and some (33%) prefer prior experience in the occupation. Four of eighteen firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 6-36 months. Ten of eighteen employers responding to the question accept training in lieu of experience.

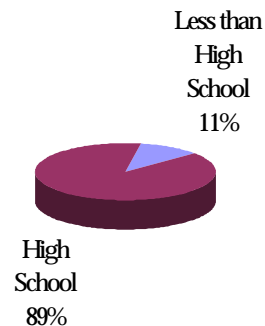
Five employers reported seeking computer software skills.

The **Occupational Information Network (O*Net)** of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation: **Abilities** - Visualization; Information Ordering; Finger Dexterity; Manual Dexterity; Control Precision.

Skills - Installation; Repairing; Equipment Maintenance; Problem Identification; Troubleshooting; Equipment Selection; Testing.

Knowledges - Building and Construction; Mechanical; Engineering and Technology.

Minimum Education Requirement (% of responding employers)



New Skills: New skills reported for this occupation include Up to date training, Up to date certification, People Skills, Airframe, Power Plant.

Training: Some employers (28%) require prior vocational training for this occupation; many (50%) prefer but not require prior training.

SIZE OF OCCUPATION

Very Large (1,210-1,420)

EMPLOYMENT TRENDS

Average growth (13.0%)

Many employers surveyed report that occupational employment remained stable during the last year and some report growth; few report decline. Most (67%) predict that employment will remain stable over the next two years; some predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is very difficult to find experienced and inexperienced workers who meet their requirements.

MAINTENANCE REPAIRERS - GENERAL UTILITY**OES Code 851320 (18 Firms Reporting)****WAGES AND FRINGE BENEFITS (Summer 2000)***Nonunion*

New Hires, No Experience:	\$6.50 to \$10.00/hr	Median:	\$8.00/hr
New Hires, Experienced:	\$7.50 to \$15.00/hr	Median:	\$11.50/hr
Experienced, 3 Yrs w/Firm:	\$9.00 to \$20.71/hr	Median:	\$14.50/hr

Union

New Hires, No Experience:	\$13.86 to \$14.36/hr	Median:	\$14.11/hr
New Hires, Experienced:	\$13.50 to \$15.84/hr	Median:	\$14.36/hr
Experienced, 3 Yrs w/Firm:	\$13.86 to \$20.00/hr	Median:	\$16.00/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	61		33				6	17
Dental Insurance	56		28				17	17
Vision Insurance	39		28				33	17
Life Insurance	67		6		6		22	17
Sick Leave	78	6					22	11
Vacation	100	6						11
Retirement Plan	39		22				39	17
Child Care					11		89	17
Other*	6						94	17

*Benefits are through union.

WHERE THE JOBS ARE

Major employing industries include hotels, resorts, senior communities, hospitals and convalescent hospitals, public agencies, agricultural firms.

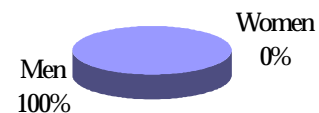
OTHER INFORMATION

Hours: Almost all workers are full-time, averaging 40 hours/week; few work part-time, averaging 23 hours/week. All firms report day shifts; many report swing shifts; few report graveyard or other (weekend coverage.)

Vacancies/Promotion: Many filled vacancies (52%) in the last 12 months were from employees leaving; some were from creation of new positions; few were from promotions. Many firms promote to higher levels; many do not promote.

Recruitment: The three most successful methods for recruitment reported by employers are employee referrals (71%), newspaper advertisements (71%), and in-house promotion or transfer (47%).

Unionization: Most workers in this occupation (71%) are not union members, but some (29%) are union.

Gender**RELATED D.O.T. OCCUPATIONAL TITLES**

638.281-010 Fire-Fighting-Equipment Specialist;
899.261-014 Maintenance Repairer, Industrial;
899.281-010 Maintenance Repairer, Building.

**For additional information: CALIFORNIA
OCCUPATIONAL GUIDE #136**

MARKETING, ADVERTISING, AND PUBLIC RELATIONS MANAGERS

OES Code 130110 (13 Firms Reporting)

DEFINITION

Marketing, Advertising, and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis.

Alternate titles reported by employers include *Sales Manager, Marketing Representative, Public Relations Manager, Marketing Officer, Marketing Coordinator, Account Service Manager, Account Executive/Assistant, Marketing Specialist, Director of Marketing*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Most employers (69%) require and some (31%) prefer prior experience in the occupation. Seven of twelve firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 24-60 months. Four of thirteen employers responding to the question accept training in lieu of experience.

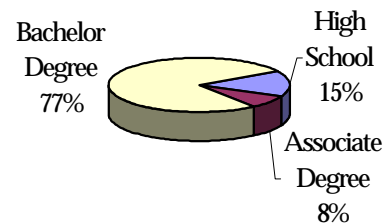
All employers reported seeking computer software skills.

The **Occupational Information Network (O*Net)** of **1998** lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation: **Abilities** - Oral Expression; Oral and Written Comprehension; Originality; Fluency of Ideas.

Skills - Speaking; Visioning; Active Listening; Idea Generation; Coordination; Judgment and Decision-Making; Critical Thinking.

Knowledges - Sales and Marketing; Administration and Management; Mathematics.

Minimum Education Requirement (% of responding employers)



New Skills: New skills reported for this occupation include Networking, Public Speaking, Complete Computer Experience, Program Management, Internet Skills, Copy and Proof, Camera Work, Research Source Knowledge, Merchandising, Presentation, Creative Writing, Industry Knowledge, Communication Skills.

Training: Some employers (31%) require prior vocational training for this occupation; some prefer but do not require prior training.

SIZE OF OCCUPATION Large (440-540)

EMPLOYMENT TRENDS

Much faster than average growth (22.7%)

Many employers surveyed report that occupational employment remained stable during the last year and some report growth. Most (62%) predict that employment will remain stable over the next two years; some predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is moderately difficult to find experienced and inexperienced workers who meet their requirements.

MARKETING, ADVERTISING, AND PUBLIC RELATIONS MANAGERS

OES Code 130110 (13 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 2000)

New Hires, No Experience: \$9.71 to \$19.18/hr **Median:** \$15.58/hr
New Hires, Experienced: \$13.42 to \$29.01/hr **Median:** \$16.78/hr
Experienced, 3 Yrs w/Firm: \$16.78 to \$34.28/hr **Median:** \$23.01/hr
 Other Compensation is included.

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	15		85					
Dental Insurance	15		77				8	
Vision Insurance	15		46		8		31	
Life Insurance	62		15				23	
Sick Leave	77		15				8	
Vacation	77		23					
Retirement Plan	31		46				23	
Child Care					15		85	
Other*	23		8				69	

*Bonuses, Profit Sharing, 401(K) Plan

WHERE THE JOBS ARE

Major employing industries include a wide range of retail and wholesale businesses, agricultural firms, and public agencies.

Publishing);

OTHER INFORMATION

Hours: Almost all workers are full-time, averaging 41 hours/week; few are temporary on-call, averaging 23 hours/week. Few firms report other than day shifts.

Vacancies/Promotion: Many filled vacancies (40%) in the last 12 months were from employees leaving; some vacancies were created from new positions and some from promotions. Most firms promote to higher levels; some do not promote.

Recruitment: The three most successful methods for recruitment reported by employers are employee referrals (83%), newspaper advertisements (42%), and the Internet (42%).

Unionization: This occupation is not unionized.

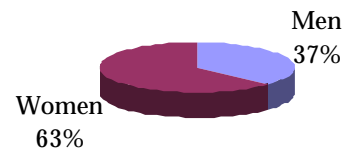
RELATED D.O.T. OCCUPATIONAL TITLES

159.167-022 Executive Producer, Promos;
 163.117-014 Manager, Export;
 163.117-018 Manager, Promotion;
 163.117-022 Director, Media Marketing;
 163.167-010 Manager, Advertising (Printing and

163.167-018 Manager, Sales;
 163.167-022 Manager, Utility Sales and Service;
 163.267-010 Field Representative;
 164.117-010 Manager, Advertising;
 164.117-014 Manager, Advertising Agency;
 164.157-014 Media Director;
 164.167-010 Account Executive;
 165.117-010 Director, Fundraising;
 165.117-014 Director, Funds Development;
 185.117-014 Area Supervisor, Retail Chain Store;
 185.157-014 Supervisor of Sales.

For additional information: CALIFORNIA OCCUPATIONAL GUIDE #276

Gender



All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = less than 20%

MULTIMEDIA SPECIALISTS

Non-OES Code 030064996 (12 Firms Reporting)

DEFINITION

Multimedia Specialists work in one or more of the following phases of multimedia production: planning and storyboards (quick sketches of the different scenes that will happen), scriptwriting, graphics, digital sound recording and mixing, scanning and retouching of photos, making the related scenes interactive using specialized computer software and simple programming language.

Alternate titles reported by employers include *Producer, Associate Producer, Editor, Graphics Artist, Production Designer, Multimedia Designer, Webscrip-tor/Design, Creative Services Coordinator*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

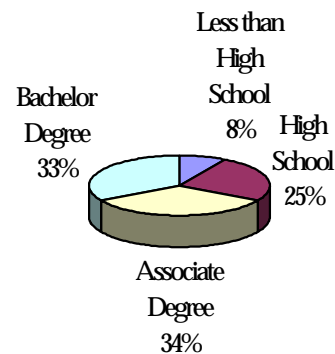
Experience and Qualifications Most employers (67%) require and some (33%) prefer prior experience in the occupation. Three of twelve firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 6-36 months. Six of twelve employers responding to the question accept training in lieu of experience.

All employers reported seeking computer software skills, particularly in specialized graphics programs. In addition to English, some responding employers also prefer fluency in Spanish.

In the absence of information at this time from the Occupational Information Network (O*Net) of 1998, responding local employers list the following job entry qualifications in descending order of importance: **Abilities** - Work independently; Use good business English; Design brochures; Create cartoons; Write effectively; Use multiple photo softwares; Use multiple graphics softwares; Use multiple page layout softwares; Use multiple web site design and construction softwares.

Skills - Freehand drawing. Other - Creativity; Good color perception.

Minimum Education Requirement (% of responding employers)



New Skills: New skills reported for this occupation include Camera and Lighting, Video, Script Writing, Editing, Bilingual English/Spanish, Web Design, Web Coding, Organization.

Training: Few employers (17%) require prior vocational training for this occupation; some prefer but do not require prior training.

SIZE OF OCCUPATION Data are not available.

EMPLOYMENT TRENDS Data are not available.

Many employers surveyed report that occupational employment remained stable during the last year and many report growth. Many (50%) predict that employment will remain stable over the next two years and many predict growth; few predict decline.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is very difficult to find experienced workers who meet their requirements, but that finding inexperienced workers is not difficult.

MULTIMEDIA SPECIALISTS

Non-OES Code 030064996 (12 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 2000)

New Hires, No Experience:	\$10.00 to \$13.32/hr	Median: \$10.76/hr
New Hires, Experienced:	\$11.51 to \$16.00/hr	Median: \$14.19/hr
Experienced, 3 Yrs w/Firm:	\$11.51 to \$23.00/hr	Median: \$17.00/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	42		25	17	8	8	8	17
Dental Insurance	42		17	8	8	8	17	25
Vision Insurance	17		8		8	8	50	33
Life Insurance	17		17		8		42	42
Sick Leave	58	8	8				17	33
Vacation	67	8	8			8	8	25
Retirement Plan	17		17		8		42	33
Child Care				8			75	33
Other*						8	83	33

*Health Club membership

WHERE THE JOBS ARE

Major employing industries include publishing firms, video production studios, commercial art and advertising firms, computer web site design firms.

OTHER INFORMATION

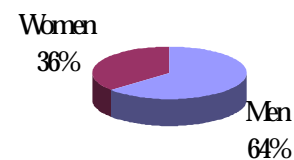
Hours: Almost all workers are full-time, averaging 40 hours/week; few work part-time, averaging 27 hours/week; few are temporary on-call, averaging 10 hours/week. All firms report day shifts; some report swing shifts; few report other shifts.

Vacancies/Promotion: Most filled vacancies (61%) in the last 12 months were temporary hires; few vacancies were from employees leaving, were created from new positions, and few from promotions. Most firms promote to higher levels; some do not promote.

Recruitment: The three most successful methods for recruitment reported by employers are newspaper advertisements (75%), in-house promotion or transfer (33%), and employee referrals (25%).

Unionization: Unionization is negligible (less than 10%.)

Gender



For additional information: CALIFORNIA OCCUPATIONAL GUIDE #2006

OPHTHALMIC LABORATORY AND FRAME TECHNICIANS

Non-OES Code 716280999 (16 Firms Reporting)

DEFINITION

Ophthalmic Laboratory and Frame Technicians are trained in the surfacing and edging of ophthalmic lenses and fit and adjust eyeglasses. They also assist in pre-tests and in the selection of frames for fit and good cosmetic appearance. They perform general office duties and must be directly under the supervision of the optometrist.

Alternate titles reported by employers include *Optometry Assistant, Optometric Technician, Lab Technician, Paraoptometric, Frame Stylist, Optical Dispenser, Optec, Optician, Dispensing Technician*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Many employers (44%) require and many (44%) prefer prior experience in the occupation. Few (13%) neither require nor prefer prior occupational experience. Six of thirteen firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 1-36 months. Eight of fourteen employers responding to the question accept training in lieu of experience.

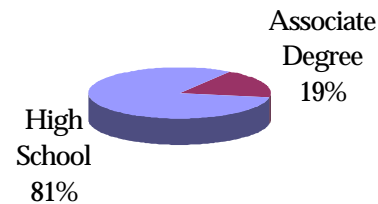
Ten employers reported seeking computer software skills. In addition to English, most responding employers also prefer fluency in Spanish.

The **Occupational Information Network (O*Net)** of 1998 lists the following Abilities, Skills, and Knowledge as important Worker Requirements for this occupation: **Abilities** - Near Vision; Oral Expression; Oral Comprehension; Speech Clarity; Deductive Reasoning.

Skills - Speaking; Instructing; Writing; Information Gathering; Active Listening; Service Orientation; Reading Comprehension; Social Perceptiveness; Science.

Knowledge - Medicine and Dentistry.

Minimum Education Requirement (% of responding employers)



New Skills: New skills reported for this occupation include Pretesting Knowledge, Frame/Lens Ordering via Internet, Fitting, Adjusting, Contact Lens Insertion and Removal, Retail Experience, Communication Skills, Bookkeeping, Typing, Filing Accounting, Math, People Skills.

Training: Few employers (13%) require prior vocational training for this occupation; many prefer but do not require prior training.

SIZE OF OCCUPATION

Data are not available.

EMPLOYMENT TRENDS

Data are not available.

Many employers surveyed report that occupational employment remained stable during the last year and some report growth; few report decline. Many (50%) predict that employment will remain stable over the next two years; some predict growth and few predict decline.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is very difficult to find experienced workers who meet their requirements and that finding inexperienced workers is moderately difficult.

OPHTHALMIC LABORATORY AND FRAME TECHNICIANS

Non-OES Code 716280999 (16 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 2000)

New Hires, No Experience: \$7.00 to \$12.95/hr **Median:** \$9.69/hr
New Hires, Experienced: \$7.00 to \$15.00/hr **Median:** \$12.00/hr
Experienced, 3 Yrs w/Firm: \$7.00 to \$18.00/hr **Median:** \$14.39/hr
 Other Compensation is included.

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	50		19	6			25	38
Dental Insurance	13		6				75	44
Vision Insurance	69		6	6			19	38
Life Insurance	19		6		6		63	44
Sick Leave	69	6	6				19	38
Vacation	75	6	6	6			13	31
Retirement Plan	31		25				38	44
Child Care			6		19	6	69	38
Other*	6						88	44

*Free pair of glasses annually.

WHERE THE JOBS ARE

Major employing industries include offices of optometrists, opticians, and ophthalmologists.

OTHER INFORMATION

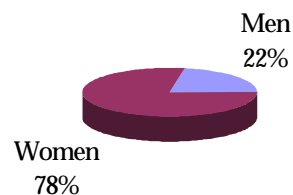
Hours: Most workers are full-time, averaging 38 hours/week; some work part-time, averaging 23 hours/week; few are temporary on-call, averaging 29 hours/week. Almost all firms report day shifts; few report other shifts (evenings) or swing shifts.

Vacancies/Promotion: Many filled vacancies (57%) in the last 12 months were from employees leaving; some vacancies were created from new positions and few from promotions and temporary hires. Many firms promote to higher levels; many do not promote.

Recruitment: The three most successful methods for recruitment reported by employers are newspaper advertisements (75%), employee referrals (63%), and walk-in applicants (38%).

Unionization: This occupation is not unionized.

Gender



RELATED D.O.T. OCCUPATIONAL TITLES

079.364-014 Optometric Assistant;
 222.367-050 Prescription Clerk, Lens-and-Frames.

**For additional information: CALIFORNIA
 OCCUPATIONAL GUIDES #470 and #97**

REGISTERED NURSES

OES Code 325020 (18 Firms Reporting)

DEFINITION

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration required. Nursing Instructors and Teachers are not included.

Alternate titles reported by employers include *Case Manager, Extended Hours Nurse, Charge Nurse, Dialysis Nurse, Staff Nurse, School Nurse, Health Specialist*.

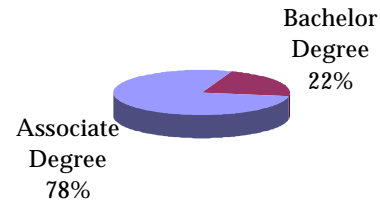
TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Some employers (28%) require and many (50%) prefer prior experience in the occupation. Some (22%) neither require nor prefer prior occupational experience. One of fourteen firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 12-24 months. Five of fourteen employers responding to the question accept training in lieu of experience.

License Requirements - Fees: Application and fingerprinting: \$105; Examination: \$75; License: included in application fee. **Examination Frequency:** Ongoing, 6 days a week; applicant schedules own test date. **Locations:** 24 locations throughout the state. **Experience Requirement:** Completion of professional nursing program in approved school of nursing or by additional preparation by licensed vocational nurses or military corpsmen (call Board for details or write to address below). **Average Time to Process:** 8 weeks. **Renewal:** Biennially. **Information and Applications:** Board of Registered Nursing, P.O. Box 944210, Sacramento, CA 94244-2100; (916) 322-3350.

Five employers reported seeking computer software skills. In addition to English, some responding employers also prefer fluency in Spanish.

Minimum Education Requirement (% of responding employers)



The **Occupational Information Network (O*Net) of 1998** lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation: **Abilities** - Oral and Written Expression; Problem Sensitivity; Oral and Written Comprehension. **Skills** - Speaking; Service Orientation; Social Perceptiveness; Reading Comprehension; Judgment and Decision-Making. **Knowledges** - Medicine and Dentistry; Biology; Customer and Personal Service; Chemistry; Therapy and Counseling.

New Skills: New skills reported for this occupation include Family Planning, Advanced Cardiac Life Support Certification, CPR Certificate, Updated Nursing Credentials, Medical Calculations.

Training: Most employers (61%) require prior vocational training for this occupation; few prefer but do not require prior training.

SIZE OF OCCUPATION Very Large (2,000-2,400)

EMPLOYMENT TRENDS Faster than average growth (20.0%)

Many employers surveyed report that occupational employment grew during the last year and some report that employment remained stable; few report decline. Many (56%) predict that employment will remain stable over the next two years and many (44%) predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is moderately difficult to find experienced and inexperienced workers who meet their requirements.

REGISTERED NURSES

OES Code 325020 (18 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 2000)

Union

New Hires, No Experience:	\$16.99 to \$23.77/hr	Median:	\$20.38/hr
New Hires, Experienced:	\$16.99 to \$32.96/hr	Median:	\$24.81/hr
Experienced, 3 Yrs w/Firm:	\$26.56 to \$36.71/hr	Median:	\$30.25/hr
Other Compensation is included.			

Nonunion

New Hires, No Experience:	\$17.00 to \$23.50/hr	Median:	\$20.00/hr
New Hires, Experienced:	\$18.00 to \$25.00/hr	Median:	\$20.00/hr
Experienced, 3 Yrs w/Firm:	\$18.00 to \$30.00/hr	Median:	\$21.00/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	44	6	28	28	17	6		44
Dental Insurance	44	6	22	28	17	6	6	44
Vision Insurance	33	6	17	22	6		33	56
Life Insurance	50	28	11	11	17	6	11	39
Sick Leave	83	50	6	6				28
Vacation	78	50	6				6	33
Retirement Plan	28	17	33	22	6	6	22	39
Child Care					6	6	83	78
Other*	11						78	78

*Continued Education, License reimbursement, 401(K) Plan

WHERE THE JOBS ARE

Major employing industries include general hospitals, offices of physicians, medical clinics, schools, convalescent hospitals, and nursing homes.

OTHER INFORMATION

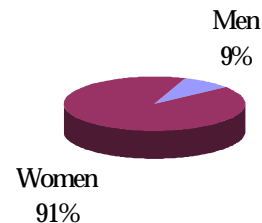
Hours: Many workers are part-time, averaging 20 hours/week; some work full-time, averaging 39 hours/week; some are temporary on-call, averaging 20 hours/week. Almost all firms report day shifts; some report swing shifts, graveyard shifts, and other (including on-call.)

Vacancies/Promotion: Many filled vacancies (44%) in the last 12 months were from promotions; some were from employees leaving or temporary hires; few vacancies were created from new positions. Most firms promote to higher levels; some do not promote.

Recruitment: The three most successful methods for recruitment reported by employers are newspaper advertisements (83%), employee referrals (61%), and walk-in applicants (33%).

Unionization: Almost all workers (87%) are union members; few are nonunion.

Gender



RELATED D.O.T. OCCUPATIONAL TITLES

075.124-010 Nurse, School;
 075.137-014 Nurse, Head;
 075.167-010 Nurse, Supervisor;
 075.264-010 Nurse Practitioner;
 075.264-014 Nurse-Midwife;
 075.364-010 Nurse, General Duty;
 075.374-014 Nurse, Office;
 075.374-018 Nurse, Private Duty.

**For additional information: CALIFORNIA
OCCUPATIONAL GUIDE #29**

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = less than 20%

SYSTEMS ANALYSTS - ELECTRONIC DATA PROCESSING

OES Code 251020 (11 Firms Reporting)

DEFINITION

Systems Analysts, Electronic Data Processing analyze business, scientific, and technical problems for application to electronic data processing systems. Persons working primarily as engineers, mathematicians, programmers, or scientists are not included.

Alternate titles reported by employers include *Computer Systems Analyst, Computer Department Manager, Systems Engineer, Systems Administrator, MIS Department, Information Services Analyst, Network Analyst*.

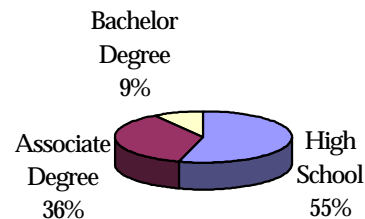
TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Almost all employers (91%) require prior experience in the occupation. Firms requiring experience report a range of 6-36 months. Three of eleven employers responding to the question accept training in lieu of experience.

All employers reported seeking computer software skills. In addition to English, some responding employers also prefer fluency in Spanish.

The **Occupational Information Network (O*Net)** of **1998** lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation: **Abilities** - Oral and Written Comprehension; Written Expression; Mathematical Reasoning; Deductive Reasoning.
Skills - Programming; Reading Comprehension; Troubleshooting; Testing; Operations Analysis; Problem Identification; Writing; Implementation Planning.
Knowledges - Computers and Electronics; English Language.

Minimum Education Requirement (% of responding employers)



New Skills: New skills reported for this occupation include New Equipment that is shared on the Internet, Attention to Detail, Creativity, Competence, Time Management, Communication, Life Cycle Methodology.

Training: Many employers (45%) require prior vocational training for this occupation; some prefer but do not require training and some neither require nor prefer prior training.

SIZE OF OCCUPATION Large (480-700)

EMPLOYMENT TRENDS

Much faster than average growth (45.8%)

Almost all employers surveyed report that occupational employment remained stable during the last year; few report growth. Most (64%) predict that employment will remain stable over the next two years; some predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is moderately difficult to find experienced workers who meet their requirements, but that finding inexperienced workers is not difficult.

SYSTEMS ANALYSTS - ELECTRONIC DATA PROCESSING

OES Code 251020 (11 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 2000)

Nonunion and Union

New Hires, No Experience:	\$10.00 to \$21.58/hr	Median: \$10.00/hr
New Hires, Experienced:	\$10.00 to \$32.05/hr	Median: \$26.20/hr
Experienced, 3 Yrs w/Firm:	\$18.00 to \$35.96/hr	Median: \$28.77/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	64		27		9			18
Dental Insurance	64		18		9		9	18
Vision Insurance	45		18		9		27	18
Life Insurance	73		9		9		9	18
Sick Leave	82		9				9	18
Vacation	91	9	9					9
Retirement Plan	73	9	27					9
Child Care			9				91	18
Other*	55						45	18

*Profit Sharing, Stock Shares, Simple IRA, 401(K), EAP, Free Internet Access, Paid Holidays

WHERE THE JOBS ARE

Major employing industries include public and private firms with large computer operations, Internet service providers, computer software firms, and computer consulting firms.

OTHER INFORMATION

Hours: Almost all workers are full-time, averaging 41 hours/week; few work part-time, averaging 25 hours/week. All firms report day shifts; some report swing shifts; some report other shifts (staggered, weekends, pagers); few report graveyard shifts.

Vacancies/Promotion: Vacancies filled in the last 12 months were equally created from new positions, from employees leaving, and from promotions. Most firms promote to higher levels; some do not promote.

Recruitment: The three most successful methods for recruitment reported by employers are newspaper advertisements (91%), the Internet (64%), and employee referrals (55%).

Unionization: Almost all workers (83%) are nonunion; few are union members.

Gender



RELATED D.O.T. OCCUPATIONAL TITLES

030.162-014 Programmer-Analyst;
 030.162-022 Systems Programmer;
 030.167-014 Systems Analyst;
 033.262-010 Quality Assurance Analyst;
 109.067-010 Information Scientist.

**For additional information: CALIFORNIA
 OCCUPATIONAL GUIDE #541**

TEACHERS AND INSTRUCTORS - VOCATIONAL EDUCATION AND TRAINING

OES Code 313140 (15 Firms Reporting)

DEFINITION

Vocational Education and Training Teachers and Instructors teach or instruct vocational and/or occupational subjects at the post-secondary level (but at less than the baccalaureate) to students who have graduated or left high school. They teach subjects such as business, secretarial science, data processing, trades, or practical nursing. Correspondence school instructors; industrial, commercial or government training instructors; and instructors who prepare persons to operate industrial machinery and equipment and transportation and communications equipment are included. They may teach in public or private schools whose primary business is education or in schools associated with organizations whose primary business is other than education.

Alternate titles reported by employers include *Adult Education Teacher, Flight Instructor, Vocational Instructor, Instructor/Advisor, ROP Teacher, Instructor*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Many employers (53%) require and many (40%) prefer prior experience in the occupation. Few (7%) neither require nor prefer prior occupational experience. Five of thirteen firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 12-60 months. Six of fourteen employers responding to the question accept training in lieu of experience.

Public School Credential - Fees: Credential Application: \$60; Examination score registration: \$30 for each subject; Renewal: \$60. **Frequency:** California Basic Educational Skills Test (CBEST): 6 times a year; National Teachers' Examination (NTE) PRAXIS (Secondary): 6 times a year; Single Subject Assessment for Teaching (SSAT): 5 times a year; Multiple Subjects Assessment for Teaching (MSAT): 5 times a year. **Locations:** Subject matter examinations are given nationwide. CBEST is given in California and Oregon. April administration is given in Atlanta, Austin, Chicago, Denver, and New York City, as well as in California and Oregon. **Experience Required:** Designated Subject Credentials only. **Average Time to Process:** First-time application takes 3 to 5 months because of necessary clearances, including

fingerprints; renewal applications take 8 to 14 weeks, depending on seasonal backlogs. **Fee Period:** 5 years for most "clear" credentials. **Information and Applications:** 1900 Capitol Avenue, P.O. Box 944270, Sacramento, CA 95814; (916) 445-7254 (12:30-4:30 p.m.).

Nine employers reported seeking computer software skills. In addition to English, some responding employers also prefer fluency in Spanish.

The **Occupational Information Network (O*Net)** of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation: **Abilities** - Oral and Written Expression; Oral and Written Comprehension; Speech Clarity. **Skills** - Speaking; Instructing; Active Listening; Learning Strategies; Implementation Planning; Writing; Judgment and Decision-Making; Reading Comprehension. **Knowledges** - Education and Training; English Language.

New Skills: New skills reported for this occupation include Student Teaching, Continuing Education, Technical Maintenance in Cosmetology, Counseling, Mentoring, Career Counseling, On-line Teaching, Human Development.

Minimum Education Requirement: Many firms require a high school diploma or equivalent; some require an Associate Degree and some require a Bachelor Degree.

Training: Some employers (33%) require prior vocational training for this occupation and some prefer but do not require training. Many do not require training.

SIZE OF OCCUPATION

Large (640-730)

EMPLOYMENT TRENDS

Average growth (14.1%)

Most employers surveyed report that occupational employment remained stable during the last year and many report growth. Many (53%) predict that employment will grow over the next two years and many predict that employment will remain stable.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is very difficult to find experienced workers who meet their requirements, and that finding inexperienced workers is moderately difficult.

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = less than 20%

TEACHERS AND INSTRUCTORS - VOCATIONAL EDUCATION AND TRAINING

OES Code 313140 (15 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 2000)

Union

New Hires, No Experience:	\$15.64 to \$26.70/hr	Median:	\$19.31/hr
New Hires, Experienced:	\$15.80 to \$33.76/hr	Median:	\$26.93/hr
Experienced, 3 Yrs w/Firm:	\$17.26 to \$33.76/hr	Median:	\$27.50/hr

Nonunion

New Hires, No Experience:	\$8.00 to \$25.00/hr	Median:	\$17.25/hr
New Hires, Experienced:	\$11.97 to \$30.00/hr	Median:	\$20.00/hr
Experienced, 3 Yrs w/Firm:	\$13.08 to \$37.50/hr	Median:	\$23.25/hr
Other Compensation is included.			

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	33		20	7			13	47
Dental Insurance	33		20	7			13	47
Vision Insurance	27		7	7			33	47
Life Insurance	20	7	13				33	47
Sick Leave	47	13	7				13	40
Vacation	40	13	7				20	40
Retirement Plan	7		13	13			47	40
Child Care							67	53
Other*	7			7			60	47

*Professional development classes

WHERE THE JOBS ARE

Major employing industries include community colleges, public adult, vocational, and secondary schools; proprietary schools; non-profit training institutions.

Unionization: Almost all workers (83%) are union members; few are nonunion.

Gender



OTHER INFORMATION

Hours: Most workers are temporary on-call, averaging 10 hours/week; some part-time, averaging 26 hours/week; few work full-time, averaging 37 hours/week; few are seasonal, averaging 8 hours/week. Almost all firms report day shifts; some report other shifts (evening); few report graveyard shifts.

Vacancies/Promotion: Many filled vacancies (41%) in the last 12 months were from employees leaving; some were seasonal/temporary or were created from new positions; few vacancies were from promotions. Most firms promote to higher levels; some do not promote.

Recruitment: The most successful methods for recruitment reported by employers are newspaper advertisements (57%), employee referrals (43%), the Internet (43%), and walk-in applicants (43%).

RELATED D.O.T. OCCUPATIONAL TITLES

090.222-010 Instructor, Business Education;
097.221-010 Instructor, Vocational Training;
166.221-010 Instructor, Technical Training;
375.227-010 Police-Academy Instructor.

For additional information: CALIFORNIA OCCUPATIONAL GUIDE #404

TEACHERS, PRESCHOOL

OES Code 313030 (20 Firms Reporting)

DEFINITION

Preschool Teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification.

Alternate titles reported by employers include *Pre-school Teacher*, *Associate Teacher*, *After-School Teacher*, *Child Development Center Teacher*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Most employers (60%) require and many (40%) prefer prior experience in the occupation. Eight of twenty firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 3-24 months. Sixteen of twenty employers responding to the question accept training in lieu of experience.

Credential Requirements: Children's Center Instruction and Children's Center Supervision; both performed in a public school system. Private child development centers may have staff with permits on a voluntary basis. **Fee:** Credential application: \$60. **Experience Required:** Varies with permit. Contact Commission on Teacher Credentialing for details. **Average Time to Process:** First-time application takes 3 to 5 months because of necessary clearances, including fingerprints; renewal applications take 8 to 14 weeks, depending on seasonal backlogs. **Fee Period:** 5 years for most "clear" permits. **Information and Applications:** Commission on Teacher Credentialing, 1900 Capitol Avenue, P.O. Box 944270, Sacramento, CA 95814; (916) 445-7254 (12:30-4:30 p.m.)

Three employers reported seeking computer software skills. In addition to English, many responding employers also prefer fluency in Spanish.

The **Occupational Information Network (O*Net)** of **1998** lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation: **Abilities** - Oral Expression; Oral Comprehension; Speech Clarity; Time-sharing; Problem Sensitivity.

Skills - Learning Strategies; Speaking; Instructing; Social Perceptiveness; Active Listening; Coordination; Reading Comprehension.

Knowledges - Education and Training; Customer and Personal Service; English Language.

New Skills: New skills reported for this occupation include Bilingual - Grammar, 10-Key, New Courses in Child Care, Continued Education in Child Development, Learn Montessori Equipment, Early Childhood Education (ECE) educated, Team Atmosphere with Adults/Children.

Minimum Education Requirement: Many firms require an Associate Degree and many require a high school diploma or equivalent; few require less than high school.

Training: Many employers (40%) require prior vocational training for this occupation; some prefer but do not require training. Many do not require training.

SIZE OF OCCUPATION

Medium (320-390)

EMPLOYMENT TRENDS

Much faster than average growth (21.9%)

Most employers surveyed report that occupational employment remained stable during the last year and some report growth. Most (75%) predict that employment will remain stable over the next two years and some predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is very difficult to find experienced workers who meet their requirements and that finding inexperienced workers is moderately difficult.

TEACHERS, PRESCHOOL

OES Code 313030 (20 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 2000)

New Hires, No Experience:	\$6.00 to \$10.00/hr	Median:	\$7.46/hr
New Hires, Experienced:	\$6.50 to \$11.50/hr	Median:	\$9.00/hr
Experienced, 3 Yrs w/Firm:	\$8.00 to \$15.00/hr	Median:	\$10.00/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	20		35	5	5		30	50
Dental Insurance	25	5	20	5	5		40	45
Vision Insurance	15		10		5		60	55
Life Insurance	20		10				55	60
Sick Leave	60	20	10				15	40
Vacation	60	15	10				15	45
Retirement Plan	15	10	10				60	50
Child Care	40	15	20	10			25	35
Other*	5	5					80	50

*Paid Holidays

WHERE THE JOBS ARE

Major employing industries include private and public childcare centers, and preschools.

OTHER INFORMATION

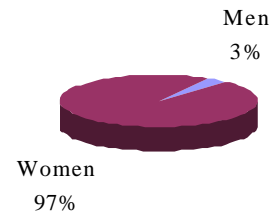
Hours: Most workers are full-time, averaging 40 hours/week; some work part-time, averaging 23 hours/week; few are temporary on-call, averaging 24 hours/week. Few firms report other than day shifts.

Vacancies/Promotion: Many filled vacancies (55%) in the last 12 months were from employees leaving; some were created from new positions and few from promotions or temporary hires. Most firms promote to higher levels; some do not promote.

Recruitment: The three most successful methods for recruitment reported by employers are newspaper advertisements (79%), colleges and universities (42%), and in-house promotion or transfer (37%).

Unionization: Unionization is negligible (less than 10%).

Gender



RELATED D.O.T. OCCUPATIONAL TITLES
092.227-018 Teacher, Preschool.

**For additional information: CALIFORNIA
OCCUPATIONAL GUIDE #275**

TEACHERS - ELEMENTARY SCHOOL

OES Code 313050 (17 Firms Reporting)

DEFINITION

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Special education teachers who teach only handicapped pupils are not included.

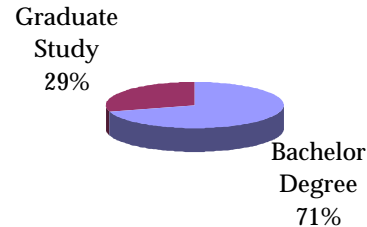
Alternate titles reported by employers include *Classroom Teacher*, *Primary Teacher*, *Upper Grade Teacher*, *Middle School Teacher*, *Certificated Staff Member*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Most employers (71%) prefer prior experience in the occupation; few (12%) require experience. Few (18%) neither require nor prefer prior occupational experience. Few firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 12-24 months. Five of fourteen employers responding to the question accept training in lieu of experience.

Public School Credential - Fees: Credential Application: \$60; Examination score registration: \$30 for each subject; Renewal: \$60. **Frequency:** California Basic Educational Skills Test (CBEST): 6 times a year; National Teachers' Examination (NTE) PRAXIS (Secondary): 6 times a year; Single Subject Assessment for Teaching (SSAT): 5 times a year; Multiple Subjects Assessment for Teaching (MSAT): 5 times a year. **Locations:** Subject matter examinations are given nationwide. CBEST is given in California and Oregon. April administration is given in Atlanta, Austin, Chicago, Denver, and New York City, as well as in California and Oregon. **Experience Required:** Designated Subject Credentials only. **Average Time to Process:** First-time application takes 3 to 5 months because of necessary clearances, including fingerprints; renewal applications take 8 to 14 weeks, depending on seasonal backlogs. **Fee Period:** 5 years for most "clear" credentials. **Information and Applications:** 1900 Capitol Avenue, P.O. Box 944270, Sacramento, CA 95814; (916) 445-7254 (12:30-4:30 p.m.).

Thirteen employers reported seeking computer software skills. In addition to English, some responding employers also prefer fluency in Spanish.

Minimum Education Requirement
(% of responding employers)

The **Occupational Information Network (O*Net)** of **1998** lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation: **Abilities** - Oral and Written Expression; Oral and Written Comprehension; Speech Clarity. **Skills** - Instructing; Speaking; Learning Strategies; Reading Comprehension; Active Listening; Social Perceptiveness. **Knowledges** - Education and Training; English Language; Psychology; Mathematics.

New Skills: New skills reported for this occupation include Positive Interpersonal Skills, Student Teaching, Bilingual (English/Spanish), Communication, and Time Management.

Training: Few employers (12%) require prior vocational training for this occupation.

SIZE OF OCCUPATION
Very Large (2,390-2,610)EMPLOYMENT TRENDS
Slower than average growth (9.2%)

Many employers surveyed report that occupational employment grew during the last year and many report that employment remained stable. Most (65%) predict that employment will remain stable over the next two years; some predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is moderately difficult to find experienced and inexperienced workers who meet their requirements.

TEACHERS - ELEMENTARY SCHOOL**OES Code 313050 (17 Firms Reporting)****WAGES AND FRINGE BENEFITS (Summer 2000)***Union and Nonunion (Union employers pay at higher end of range.)***New Hires, No Experience: \$9.59 to \$18.43/hr Median: \$13.90/hr****New Hires, Experienced: \$10.07 to \$18.93/hr Median: \$14.86/hr****Experienced, 3 Yrs w/Firm: \$13.63 to \$22.02/hr Median: \$15.58/hr**

Other Compensation is included.

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	94		6	24				24
Dental Insurance	82			18			18	29
Vision Insurance	71			18			29	29
Life Insurance	76	6		12			24	29
Sick Leave	100	24		6				18
Vacation	59	12					41	35
Retirement Plan	24		41	18			35	29
Child Care	12		6	6			82	41
Other*	6		6	6			88	41

*Tuition, Tuition for children

WHERE THE JOBS ARE

Major employing industries include public and private elementary schools.

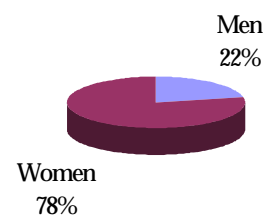
OTHER INFORMATION

Hours: Almost all workers are full-time, averaging 37 hours/week; few are temporary on-call, averaging 23 hours/week; few are seasonal, averaging 15 hours/week; few work part-time, averaging 26 hours/week. Few firms report other than day shifts.

Vacancies/Promotion: Many filled vacancies (58%) in the last 12 months were from employees leaving; some vacancies were created from new positions; few were from temporary hires and few from promotions. Almost all firms promote to higher levels; few do not promote.

Recruitment: The three most successful methods for recruitment reported by employers are newspaper advertisements (69%), colleges and universities (63%), and walk-in applicants (50%).

Unionization: Almost all workers (96%) are union members; few are nonunion.

Gender**RELATED D.O.T. OCCUPATIONAL TITLES**

092.227-010 Teacher, Elementary School.

**For additional information: CALIFORNIA
OCCUPATIONAL GUIDE #10**

TEACHERS - SECONDARY SCHOOL

OES Code 313080 (11 Firms Reporting)

DEFINITION

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Vocational high school teachers are included. Special education teachers who teach only students with disabilities are not included.

Alternate titles reported by employers include *Teacher, Certificated Staff Member*.

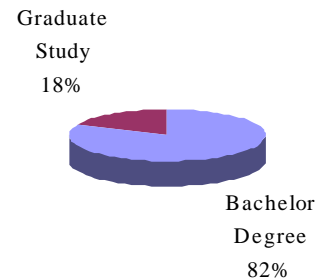
TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Almost all employers (91%) prefer prior experience in the occupation; few (9%) require experience. Few firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 12-36 months. Seven of eleven employers responding to the question accept training in lieu of experience.

Public School Credential - Fees: Credential Application: \$60; Examination score registration: \$30 for each subject; Renewal: \$60. **Frequency:** California Basic Educational Skills Test (CBEST): 6 times a year; National Teachers' Examination (NTE) PRAXIS (Secondary): 6 times a year; Single Subject Assessment for Teaching (SSAT): 5 times a year; Multiple Subjects Assessment for Teaching (MSAT): 5 times a year. **Locations:** Subject matter examinations are given nationwide. CBEST is given in California and Oregon. April administration is given in Atlanta, Austin, Chicago, Denver, and New York City, as well as in California and Oregon. **Experience Required:** Designated Subject Credentials only. **Average Time to Process:** First-time application takes 3 to 5 months because of necessary clearances, including fingerprints; renewal applications take 8 to 14 weeks, depending on seasonal backlogs. **Fee Period:** 5 years for most "clear" credentials. **Information and Applications:** 1900 Capitol Avenue, P.O. Box 944270, Sacramento, CA 95814; (916) 445-7254 (12:30-4:30 p.m.).

Eight employers reported seeking computer software skills. In addition to English, some responding employers also prefer fluency in Spanish.

Minimum Education Requirement (% of responding employers)



The **Occupational Information Network (O*Net)** of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation: **Abilities** - Oral and Written Expression; Oral and Written Comprehension; Speech Clarity. **Skills** - Instructing; Speaking; Learning Strategies; Reading Comprehension; Social Perceptiveness; Active Listening; Mathematics; Information Gathering. **Knowledges** - Education and Training; English Language.

New Skills: New skills reported for this occupation include Student Teaching, Bilingual (English/Spanish), Knowledge of California State Curriculum, Discipline.

Training: Few employers (18%) require prior vocational training for this occupation.

SIZE OF OCCUPATION Very Large (830-980)

EMPLOYMENT TRENDS

Faster than average growth (18.1%)

Many employers surveyed report that occupational employment grew during the last year and many report that employment remained stable. Many (55%) predict that employment will remain stable over the next two years and some predict growth; few predict decline.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is very difficult to find experienced workers who meet their requirements, but that finding inexperienced workers is moderately difficult.

TEACHERS - SECONDARY SCHOOL

OES Code 313080 (11 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 2000)

Union

New Hires, No Experience:	\$13.37 to \$18.07/hr	Median:	\$15.54/hr
New Hires, Experienced:	\$14.84 to \$18.59/hr	Median:	\$16.85/hr
Experienced, 3 Yrs w/Firm:	\$17.18 to \$21.59/hr	Median:	\$18.89/hr

Nonunion

New Hires, No Experience:	\$10.74 to \$16.83/hr	Median:	\$13.46/hr
New Hires, Experienced:	\$11.03 to \$21.37/hr	Median:	\$14.17/hr
Experienced, 3 Yrs w/Firm:	\$12.27 to \$24.66/hr	Median:	\$15.13/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	91	18	9	36			9	
Dental Insurance	100	18		27			18	
Vision Insurance	100	18		27			18	
Life Insurance	82	27		18			18	18
Sick Leave	91	55					9	9
Vacation	45	27					55	36
Retirement Plan	27	18	73	18				27
Child Care			9				91	64
Other							100	64

WHERE THE JOBS ARE

Major employing industries include public and private secondary schools.

OTHER INFORMATION

Hours: Almost all workers are full-time, averaging 38 hours/week; few are temporary on-call, averaging 23 hours/week; few are seasonal, averaging 15 hours/week; few work part-time, averaging 21 hours/week. Few firms report other than day shifts.

Vacancies/Promotion: Almost all filled vacancies (85%) in the last 12 months were from employees leaving; few were created from new positions, promotions, and temporary hires. All firms promote to higher levels.

Recruitment: The three most successful methods for recruitment reported by employers are newspaper advertisements (82%), colleges and universities (82%), and the Internet (64%).

Unionization: Almost all workers (86%) are union members; few (14%) are nonunion.

Gender



RELATED D.O.T. OCCUPATIONAL TITLES

091.227-010 Teacher, Secondary School;
091.221-010 Teacher, Industrial Arts;
099.224-010 Instructor, Physical Education.

**For additional information: CALIFORNIA
OCCUPATIONAL GUIDE #110**

TRUCK DRIVERS, LIGHT - INCLUDING DELIVERY AND ROUTE WORKERS

OES Code 971050 (17 Firms Reporting)

DEFINITION

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Workers whose duties include sales are not included.

Alternate titles reported by employers include *Service*

Route Technician, Courier, Shuttle Driver, Delivery Driver, Container Delivery, Casual Driver/Dockperson, Delivery and Pickup Driver, Tow Truck Driver.

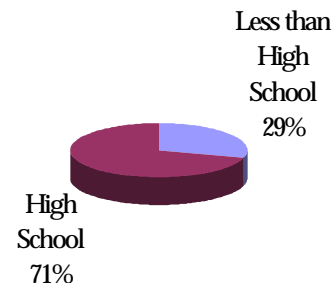
TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Some employers (35%) require and many (47%) prefer prior experience in the occupation. Few (18%) neither require nor prefer prior occupational experience. Six of fourteen firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 3-60 months. Seven of fourteen employers responding to the question accept training in lieu of experience.

Commercial Driving License - Fees: Application: \$64 for Class A or B; Renewal: \$34; Class C: \$34. **Examination Frequency:** Vision, knowledge (law), and performance tests must be completed in twelve months. Medical exam required. **Locations:** Local DMV field offices listed in the *California License Handbook*. **Experience Requirement:** Must be 18 years of age; 21 years for interstate commerce and meet licensing requirements. **Average Time to Process:** Driving tests average one and one-half hours to complete. **Renewal Period:** 4 years following date of issuance. **Other Special License Requirements:** See Section 1.4 of the California Commercial Driving Handbook. **Information and Applications:** Contact local field offices or the Commercial Driving License Office of the Department of Motor Vehicles, P.O. Box 944278, MS-J254, Sacramento, California, 94278-2780; (916) 657-5771.

Two employers reported seeking computer software skills. In addition to English, some responding employers also prefer fluency in Spanish.

Minimum Education Requirement (% of responding employers)



The **Occupational Information Network (O*Net) of 1998** lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation: **Abilities** - Reaction Time; Far Vision; Spatial Orientation; Static Strength; Extent Flexibility. **Skills** - Operation and Control; Operation Monitoring. **Knowledges** - Transportation; Geography; Mechanical; Public Safety and Security; Clerical.

New Skills: New skills reported for this occupation include Communication, Ability to back trailer, Operate Forklift, Jack, Hand Truck, Good Mechanical Skills.

Training: Most employers (76%) do not require prior vocational training for this occupation; few require training and few prefer but do not require training.

SIZE OF OCCUPATION Very Large (940-1,130)

EMPLOYMENT TRENDS

Faster than average growth (20.2%)

Many employers surveyed report that occupational employment remained stable during the last year and many report growth. Many (53%) predict that employment will remain stable over the next two years and many predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is very difficult to find experienced workers who meet their requirements and that finding inexperienced workers is moderately difficult.

TRUCK DRIVERS, LIGHT - INCLUDING DELIVERY AND ROUTE WORKERS

OES Code 971050 (17 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 2000)

Nonunion and Union

New Hires, No Experience:	\$6.00 to \$15.78/hr	Median:	\$8.48/hr
New Hires, Experienced:	\$6.00 to \$17.74/hr	Median:	\$8.63/hr
Experienced, 3 Yrs w/Firm:	\$8.00 to \$19.20/hr	Median:	\$12.00/hr

Other Compensation is included.

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	53	12	18				29	24
Dental Insurance	41	6	24	6			35	24
Vision Insurance	29	6	18	6			53	24
Life Insurance	29	6	12				59	29
Sick Leave	35	6	6		6		53	29
Vacation	65	6	12		6		18	29
Retirement Plan	41	6	12	6			47	24
Child Care			6	6			94	29
Other*	18						82	35

*Uniforms, Bonus, Christmas Bonus, 3 Holidays

WHERE THE JOBS ARE

Major employing industries include delivery firms, moving and storage firms, trucking firms, agricultural firms, and other firms that use light trucks and drivers in the operation of their business.

OTHER INFORMATION

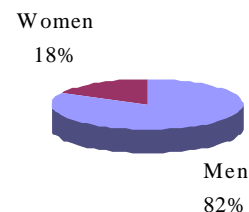
Hours: Most workers are full-time, averaging 40 hours/week; few work part-time, averaging 29 hours/week; few are seasonal, averaging 55 hours/week; few are temporary on-call, averaging 19 hours/week. Almost all firms report day shifts; many report swing shifts, some report other shifts (including weekends); few report graveyard shifts.

Vacancies/Promotion: Many filled vacancies (56%) in the last 12 months were from employees leaving; some were from promotions; few were created from new positions or temporary hires. Many firms promote to higher levels; some do not promote.

Recruitment: The three most successful methods for recruitment reported by employers are employee referrals (94%), walk-in applicants (65%), and newspaper advertisements (53%).

Unionization: Almost all employees (82%) are nonunion; few (18%) are union.

Gender



RELATED D.O.T. OCCUPATIONAL TITLES

906.683-010 Food-Service Driver;
 906.683-014 Liquid-Fertilizer Servicer;
 906.683-018 Telephone-Directory-Distributor Driver;
 906.683-022 Truck Driver, Light;
 913.663-018 Driver;
 919.663-022 Escort-Vehicle Driver.

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = less than 20%

AMUSEMENT AND RECREATION ATTENDANTS

OES Code 680140 (9 Firms Reporting)

DEFINITION

Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions.

Alternate titles reported by employers include *Personal Trainer, Fitness Attendant, Shop Attendant, Recreation Leader, Greeter, Golf Professional*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Some employers (22%) require and many (56%) prefer prior experience in the occupation. Some (22%) neither require nor prefer prior occupational experience. Five of six firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 12-36 months. Six of seven employers responding to the question accept training in lieu of experience.

Two employers reported seeking computer software skills. In addition to English, some responding employers also prefer fluency in Spanish.

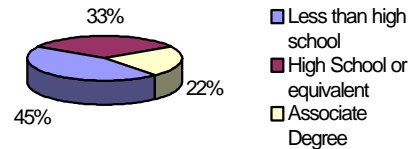
The Occupational Information Network (O*Net) of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation:

Abilities - Oral Communication and Comprehension.

Skills - Speaking; Active Listening; Service Orientation; Social Perceptiveness; Management of Material Resources; Operation and Control.

Knowledges - Customer and Personal Service; Sales and Marketing; Mechanical; Public Safety and Security.

Amusement and Recreation Attendants
Minimum Education Requirement
(% of reporting employers)



Responding **local employers** rate the following job entry **qualifications** as **Most Important**:

Abilities - work effectively in a team work environment; work well independently.

Skills - verbal communication and speaking; reading and comprehension; listening; English grammar and spelling.

Other - willingness to work nights and/or weekends; willingness to work part-time.

Rated **Very Important** are:

Abilities - perform strenuous, physically demanding work; stand continuously for 2 or more hours; work effectively under periods of high pressure; perform routine, repetitive work; trained in CPR and first aid techniques; effectively delegate work and supervise staff.

Skills - legible handwriting; basic math.

Training: Some employers (22%) require prior vocational training for this occupation.

SIZE OF OCCUPATION

Large (350-440)

EMPLOYMENT TRENDS

Much faster than average growth (25.7%)

Many employers surveyed report that occupational employment remained stable during the last year and many report growth. Most (78%) predict that employment will remain stable over the next two years.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is not difficult to find experienced workers who meet their requirements, but that finding inexperienced workers is moderately difficult.

AMUSEMENT AND RECREATION ATTENDANTS

OES Code 680140 (9 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 1999)

New Hires, No Experience:	\$5.75 to \$8.00/hr	Median:	\$6.25/hr
New Hires, Experienced:	\$6.00 to \$11.51/hr	Median:	\$8.75/hr
Experienced, 3 Yrs w/Firm:	\$6.25 to \$24.00/hr	Median:	\$10.50/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	44		33	11			56	
Dental Insurance	44		22	11			11	56
Vision Insurance	22		22				33	67
Life Insurance	22		22				33	67
Sick Leave	56		11				11	67
Vacation	67		11					67
Retirement Plan	33		11				33	67
Child Care	11	11	11	11			56	44
Other*	11		11	11			56	56

*Club membership, 401(K) Plan

WHERE THE JOBS ARE

Major employing industries include tennis clubs, golf courses, recreation centers, amusement parks.

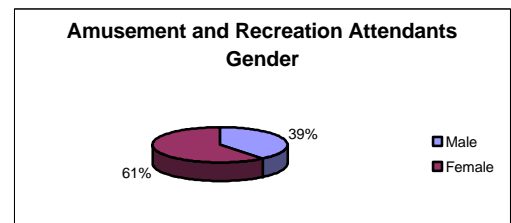
OTHER INFORMATION

Hours: Some workers are seasonal, averaging 31 hours/week and some work part-time, averaging 22 hours/week; some work full-time, averaging 40 hours/week; few are temporary on-call, averaging 19 hours/week. Few firms report other than day shifts.

Vacancies/Promotion: Most filled vacancies (65%) in the last 12 months were seasonal/temporary; few vacancies were created from new positions and few from employees leaving. Most firms promote to higher levels of supervision; some do not promote.

Recruitment: The most successful methods for recruitment reported by employers are employee referrals (88%), newspaper advertisements (63%), in-house promotion or transfer (38%), and walk-in applicants (38%).

Unionization: This occupation is not unionized.



RELATED D.O.T. OCCUPATIONAL TITLES

195.367-030 Recreation Aide;
 340.367-010 Desk Clerk, Bowling Floor;
 340.477-010 Racker;
 341.367-010 Recreation-Facility Attendant;
 341.464-010 Skate-Shop Attendant;
 341.677-010 Caddie;
 341.683-010 Golf-Range Attendant;
 342.657-014 Game Attendant;
 342.663-010 Ride Operator;
 342.667-010 Wharf Attendant;
 342.667-014 Attendant, Arcade;
 342.677-010 Ride Attendant;
 343.367-010 Card Player;
 343.467-010 Cardroom Attendant I;
 343.467-014 Floor Attendant;
 343.577-010 Cardroom Attendant II;
 349.664-010 Amusement Park Worker;
 349.674-010 Animal-Ride Attendant.

AQUATIC SCIENCE TECHNICIANS

Non-OES Code 041061996 (8 Firms Reporting - Monterey and Santa Cruz Counties)

DEFINITION

Aquatic Science Technicians study, collect, observe, or maintain various types of aquatic life, such as plankton, plants, invertebrates, fish, and other animals in a laboratory, aquarium, or field setting. They may use specialized equipment to investigate salinity, temperature, weather, acidity, light, oxygen content, and other properties of water, and surrounding geophysical structures to determine their relationship to the aquatic environment. May be designated to build and/or set-up ponds, aquariums or other holding tanks for aquatic life. May be designated Aquaculture Technicians and perform tasks used in culture, breeding, and raising of aquatic life. May be designated Aquarists for public aquariums and ponds, tropical fish stores, or the live food business.

Alternate titles reported by employers include *Aquaculture Technician, Aquarist, Asst. Fishery Biologist, Lab Assistant, Staff Research Assistant, Fish and Wildlife Assistant, Scientist I-IV.*

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications

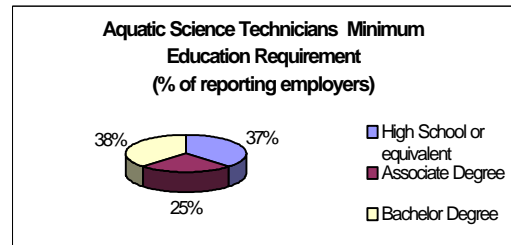
Some employers (25%) require and most (63%) prefer prior experience in the occupation. Few (13%) neither require nor prefer prior occupational experience.

Firms requiring experience report a range of 3 to 24 months. Five of seven responding firms indicated that they would accept experience in other occupations. Six of seven employers responding to the question accept training in lieu of experience.

All employers responding to the question reported seeking computer software skills in word processing and spreadsheet. Six seek computer database skills and three seek other computer skills. In addition to English, some responding employers also prefer fluency in Spanish.

Local employers rate the following **qualifications** as **Most Important**:

Abilities - work effectively in a team work environment; work well independently; perform strenuous, physically demanding work; stand continuously



for 2 or more hours; perform routine, repetitive work; work effectively under periods of high pressure; sit continuously for 2 or more hours.

Skills - reading and comprehension; listening; verbal communication and speaking; English grammar and spelling; legible handwriting; basic math.

Other - willingness to work nights and/or weekends; willingness to work part-time; pass a pre-employment medical exam; possess excellent hearing; possess excellent vision; willingness to work overtime; possess a good DMV driving record.

New Skills: Employers surveyed indicate an increasing need for knowledge of Monterey Bay, animal health, exotic animal nutrition, sorting and identifications of invertebrates, and boat handling, electrical, mechanical skills.

Training: Some employers (25%) require vocational training and some (25%) prefer but do not require vocational training. Training curricula for this occupation are being developed for local community colleges.

SIZE OF OCCUPATION

Data are not available.

EMPLOYMENT TRENDS

Data are not available.

Most employers surveyed report that occupational employment grew during the last year and some report the employment remained stable. Many (50%) predict that employment will grow over the next two years; some (38%) predict that employment will remain stable.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is not difficult to find experienced and inexperienced workers who meet their requirements.

AQUATIC SCIENCE TECHNICIANS

Non-OES Code 041061996 (8 Firms Reporting - Monterey and Santa Cruz Counties)

WAGES AND FRINGE BENEFITS (Summer 1999)

New Hires, No Experience:	\$7.00 to \$11.08/hr	Median: \$9.00/hr
New Hires, Experienced:	\$7.50 to \$13.41/hr	Median: \$10.28/hr
Experienced, 3 Yrs w/Firm:	\$8.50 to \$21.55/hr	Median: \$12.65/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	75	13	13					13
Dental Insurance	63	13					25	13
Vision Insurance	38		13				38	25
Life Insurance	50	13			13		25	13
Sick Leave	75						13	25
Vacation	88	13						13
Retirement Plan	75	13					13	13
Child Care	13						75	25
Other*	38						50	25

*Employee Assistance Plan, Uniforms, Long Term Disability

WHERE THE JOBS ARE

Major employing industries include aquariums, state and local agencies, research laboratories, aquaculture firms.

OTHER INFORMATION

Hours: Almost all (84%) workers are full-time, averaging 41 hours/week. Few are temporary/on call, averaging 20 hours/week; part-time, averaging 30 hours/week; or seasonal, averaging 40 hours/week.

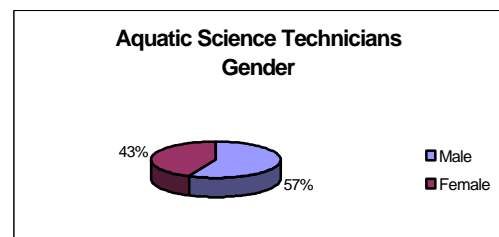
Some firms report other than day shifts.

Vacancies/Promotion: Hiring temporary workers filled most vacancies (66%) during the last 12 months. Some (25%) occurred through creation of new positions and few (9%) from employees leaving. All firms promote from this occupation higher

levels in the same field.

Recruitment: The most successful methods for recruitment reported by employers are colleges and universities (83%), newspaper advertisements (50%), Internet (33%), and walk-in applicants (33%).

Unionization: Almost all workers (86%) are non-union.



AUTOMOTIVE MECHANICS

OES Code 853020 (17 Firms Reporting)

DEFINITION

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists are not included.

Alternate titles reported by employers include *Automotive Technician, Transmission Builder*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications

Most employers (71%) require and some (29%) prefer prior experience in the occupation.

Firms requiring experience report a range of 6 to 60 months. Some firms (24%) indicated that they would accept experience in other occupations, but most (76%) do not accept other experience. Most employers (76%) accept training in lieu of experience.

Ten employers reported seeking computer software skills. In addition to English, some responding employers also prefer fluency in Spanish.

The Occupational Information Network (O*Net) of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation:

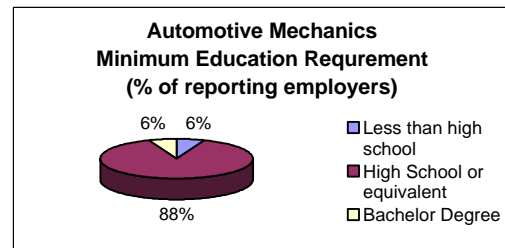
Abilities - Information Ordering; Problem Sensitivity; Manual Dexterity; Hearing Sensitivity; Visualization.

Skills - Repairing; Troubleshooting; Problem Identification; Equipment Maintenance; Installation; Equipment Selection; Operation Monitoring; Testing.

Knowledges - Mechanical; Computers and Electronics.

Local employers rate the following **qualifications** as **Most Important**:

Abilities - work effectively in a team work environment; work well independently; stand continuously for 2 or more hours.



Skills - reading and comprehension skills; listening skills; legible handwriting skills.

Other - pass a drug screening exam; possess a good DMV driving record.

Rated **Very Important** are:

Abilities - perform strenuous, physically demanding work; work effectively under periods of high pressure; perform routine, repetitive work.

Skills - English grammar and spelling; verbal communication and speaking; basic math.

Other - possess own vehicle and insurance; pass a pre-employment medical exam; possess excellent hearing; possess excellent vision.

New Skills: New skills listed by responding employers include electronics, use of lab scope and digital equipment.

Training: Many firms (59%) require vocational training, but some (24%) do not require training. Few (18%) prefer, but do not require training. Training is available through the Regional Occupational Program, Monterey Peninsula College, and Hartnell College.

SIZE OF OCCUPATION

Very large (700-800)

EMPLOYMENT TRENDS

Average growth (14.3%)

Most employers surveyed (65%) report that occupational employment remained stable during the last year, and some (35%) report growth. Most (65%) predict growth over the next two years, but some (35%) predict that employment will remain stable.

SUPPLY/DEMAND ASSESSMENT

Most firms report that it is very difficult to find experienced workers who meet their requirements, and moderate difficulty in finding inexperienced workers.

AUTOMOTIVE MECHANICS

OES Code 853020 (17 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 1999)

New Hires, No Experience:	\$7.00 to \$10.00/hr	Median: \$8.00/hr
New Hires, Experienced:	\$7.00 to \$19.00/hr	Median: \$15.00/hr
Experienced, 3 Yrs w/Firm:	\$15.00 to \$25.00/hr	Median: \$19.00/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	76		18		6		6	
Dental Insurance	65		18		6		12	6
Vision Insurance	18		6		6		71	6
Life Insurance	41		6		6		47	6
Sick Leave	29						71	6
Vacation	94						6	6
Retirement Plan	35		12		12		41	6
Child Care							100	6
Other (Uniforms)	41		6				53	6

WHERE THE JOBS ARE

Major employing industries include automobile dealers, automotive service and repair garages.

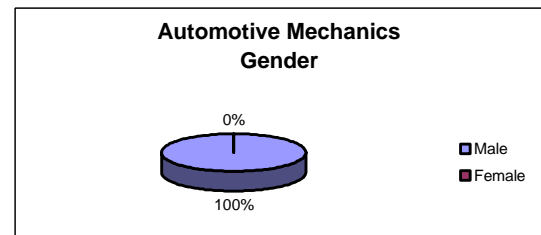
OTHER INFORMATION

Hours: Almost all workers are full-time, averaging 40 hours/week on a day shift basis.

Vacancies/Promotion: Many vacancies (46%) occurred in the last 12 months through employees leaving; some (38%) resulted from creation of new positions, and few from promotions (15%). Almost all firms promote to positions that include supervision and management. Few do not promote.

Recruitment: The most successful methods for recruitment reported by employers are employee referrals (65%), walk-in applicants (65%), and newspaper advertisements (47%).

Unionization: Almost all workers (88%) are nonunion..



RELATED D.O.T. OCCUPATIONAL TITLES

620.261-010 Automobile Mechanic;
 620.261-012 Automobile-Mechanic Apprentice;
 620.261-030 Automobile-Service-Station Mechanic;
 620.281-010 Air-Conditioning Mechanic;
 620.281-026 Brake Repairer;
 620.281-034 Carburetor Mechanic;
 620.281-038 Front-End Mechanic;
 620.281-062 Transmission Mechanic;
 620.281-066 Tune-Up Mechanic;
 620.381-010 Automobile-Radiator Mechanic;
 620.684-018 Brake Adjuster;
 620.684-022 Clutch Rebuilder;
 807.664-010 Muffler Installer.

**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #24**

CARPENTERS

OES Code 871020 (17 Firms Reporting)

DEFINITION

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines. Cabinetmakers and Bench Carpenters are not included.

Alternate titles reported by employers include *Apprentice Carpenter*, *Carpenter Trainee*, *Maintenance Worker*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications

Many firms (59%) require and some (29%) prefer prior experience in the occupation. Few (12%) neither require nor prefer prior occupational experience. Four of 13 firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 6 to 120 months. Ten of 15 employers responding to the question accept training in lieu of experience.

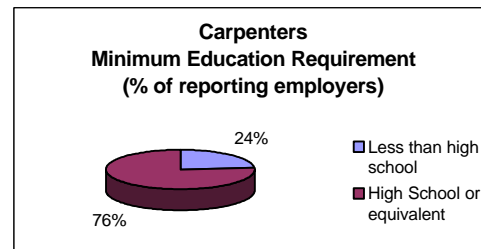
One employer reported seeking computer software (word processing) skills. In addition to English, some responding employers also prefer fluency in Spanish.

The Occupational Information Network (O*Net) of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation:

Abilities - Visualization; Manual Dexterity; Extent Flexibility; Explosive Strength; Arm-Hand Steadiness.

Skills - Installation; Product Inspection; Equipment Selection; Repairing; Mathematics; Operation and Control; Reading Comprehension.

Knowledges - Building and Construction; Design.



Local employers rate the following **qualifications** as **Very Important**:

Abilities - Stand continuously for 2 or more hours; work effectively in a team work environment; work well independently; perform strenuous, physically demanding work; perform routine, repetitive work; work effectively under periods of high pressure.

Skills - basic math; listening; verbal communication and speaking.

Other - possess a good DMV driving record; possess own vehicle and insurance.

New Skills: Employers surveyed indicate an increasing need for the ability to read plans, good hand-eye coordination, and knowing when to talk to owners.

Training: Most firms (71%) do not require vocational training, but some (24%) prefer prior formal training. Training is available at the Regional Occupational Program, the Carpenters Union JATC, and local community colleges.

SIZE OF OCCUPATION

Large (530-660)

EMPLOYMENT TRENDS

Much faster than average growth (24.5%)

Many employers surveyed (53%) report that occupational employment remained stable during the last year and many (47%) report growth. Many (47%) predict growth over the next two years and many (41%) predict that employment will remain stable.

SUPPLY/DEMAND ASSESSMENT

Employers report moderate difficulty in finding experienced and inexperienced workers who meet their requirements.

CARPENTERS

OES Code 871020 (17 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 1999)

Union

New Hires, No Experience:	\$11.82 to \$17.27/hr	Median:	\$12.66/hr
New Hires, Experienced:	\$10.00 to \$26.55/hr	Median:	\$18.25/hr
Experienced, 3 Yrs w/Firm:	\$13.68 to \$27.76/hr	Median:	\$24.14/hr

Nonunion

New Hires, No Experience:	\$8.00 to \$8.00/hr	Median:	\$8.00/hr
New Hires, Experienced:	\$7.50 to \$18.00/hr	Median:	\$13.00/hr
Experienced, 3 Yrs w/Firm:	\$10.00 to \$25.00/hr	Median:	\$17.50/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	24		18				59	6
Dental Insurance	24		12				65	6
Vision Insurance	24		12				65	6
Life Insurance	24						76	6
Sick Leave	24						76	6
Vacation	41						59	6
Retirement Plan	12		12				76	6
Child Care							100	6
Other*	53						47	6

*Union provides Fringe Benefits; Firm provides tools.

WHERE THE JOBS ARE

Major employing industries include building contractors and public school districts.

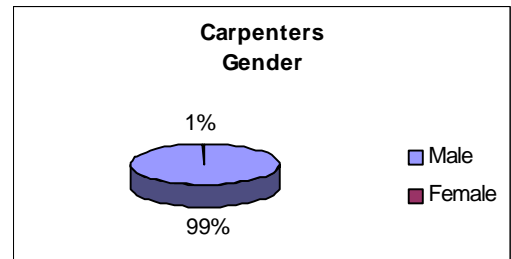
OTHER INFORMATION

Hours: Almost all (95%) work full-time, averaging 40 hours/week. Few (3%) are seasonal, averaging 40 hours/week, and few (2%) work part-time, averaging 20 hours/week. All work on the day shift, and few (17%) also work a swing shift.

Vacancies/Promotion: Most vacancies (56%) in the last 12 months occurred through creation of new positions. Some (27%) were temporary hires. Few (12%) resulted from employees leaving and few (5%) resulted from promotions. Most firms (71%) promote to positions that include supervision and management.

Recruitment: The most successful methods for recruitment reported by employers are employee referrals (47%), newspaper advertisements (47%), and union hall referrals (47%).

Unionization: Most workers (69%) are union.



RELATED D.O.T. OCCUPATIONAL TITLES

860.281-010 Carpenter, Maintenance;
 860.281-014 Carpenter, Ship;
 860.361-010 Boatbuilder, Wood;
 860.381-022 Carpenter;
 860.381-042 Carpenter, Rough;
 860.381-046 Form Builder;
 860.381-050 Joiner;
 860.381-058 Shipwright;
 860.381-066 Tank Builder and Erector;
 860.684-010 Builder, Beam;
 863.684-010 Composition-Weatherboard Applier;
 869.361-066 Sign Erector-and-Repairer;
 869.381-010 House Repairer;
 869.381-034 Timber Framer.

**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #16**

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = less than 20%

CHILD CARE WORKERS

OES Code 680380 (20 Firms Reporting)

DEFINITION

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and over-seeing play. Workers whose primary function is to teach in a structured setting are not included.

Alternate titles reported by employers include *Teacher Assistant, Day Care Provider, Infant Teacher, Care Giver, Nursery Worker, Child Care Assistant, Child Care Attendant, Recreation Attendant.*

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications

Many employers (50%) require and many (50%) prefer prior experience in the occupation. Many firms (55%) indicated they would accept experience in other occupations. Firms requiring experience report a range of 3 to 12 months. Almost all (80%) accept training in lieu of experience.

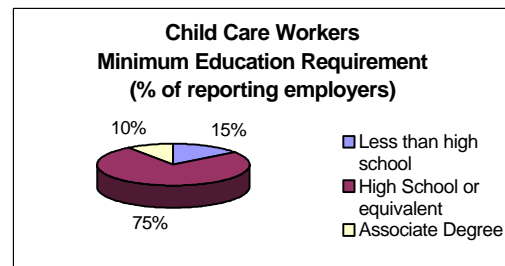
Three employers reported seeking computer software skills, principally in word processing. In addition to English, many responding employers also prefer fluency in Spanish. Few also prefer fluency in Korean, French, and/or Russian.

The Occupational Information Network (O*Net) of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation:

Abilities - Oral Expression; Oral Comprehension; Problem Sensitivity; Speech Clarity; Time Sharing.

Skills - Social Perceptiveness; Speaking; Active Listening; Service Orientation; Instructing; Learning Strategies; Monitoring; Problem Identification.

Knowledges - Customer and Personal Service; Psychology.



Local employers rate the following **qualifications** as **Very Important**:

Abilities – work well independently; stand continuously for 2 or more hours; effectively delegate work and supervise staff volunteers; work effectively under periods of high pressure; perform strenuous, physically demanding work; perform routine, repetitive work; work effectively in a team work environment; trained in CPR and first aid techniques.

Skills - listening; verbal communication and speaking; reading and comprehension.

New Skills: Employers surveyed indicate an emerging need for more childhood development knowledge and the ability to communicate effectively.

Training: Some firms (30%) require prior vocational training and some (25%) prefer prior training. The Regional Occupational Program, public adult schools, and local community colleges provide training for this occupation.

SIZE OF OCCUPATION

Small (150-170)

EMPLOYMENT TRENDS

Slower than average growth (13.3%)

Most employers surveyed (65%) report that occupational employment remained stable over the last year and some (35%) report growth. Many (55%) predict that employment will remain stable over the next two years and many (45%) predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report moderate difficulty in finding experienced and inexperienced workers who meet their requirements.

CHILD CARE WORKERS

OES Code 680380 (20 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 1999)

New Hires, No Experience:	\$5.75 to \$8.39/hr	Median:	\$7.12/hr
New Hires, Experienced:	\$5.75 to \$10.00/hr	Median:	\$7.48/hr
Experienced, 3 Yrs w/Firm:	\$7.00 to \$11.63/hr	Median:	\$9.13/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	30		10	25			25	45
Dental Insurance	15		10	25			40	45
Vision Insurance	5			15			60	55
Life Insurance	25	5		10			40	55
Sick Leave	40	30		5			25	35
Vacation	40	30					25	40
Retirement Plan		10	5	10	5	5	55	45
Child Care	40	20	10	5			15	45
Other (Use of club)		5					65	65

WHERE THE JOBS ARE

Major employing industries include private day care facilities, school districts, and non-profit organizations.

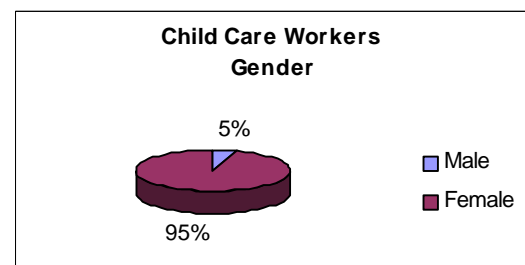
Unionization: Almost all workers (88%) are non-union

OTHER INFORMATION

Hours: Many employees (55%) are full-time, averaging 40 hours/week. Some (22%) are part-time, averaging 17 hours/week. Few (17%) are seasonal, averaging 40 hours/week, or are temporary/on call (6%), averaging 12 hours/week. Almost all (80%) work days; some (28%) work other shifts based on school hours and few (5%) work a swing shift.

Vacancies/Promotion: Temporary hires accounted for most vacancies (64%) in the last 12 months. Few vacancies (15%) resulted from employees leaving, few (13%) from new positions, and few (9%) from promotions. Almost all (85%) promote to positions that include teacher, supervisor, and director.

Recruitment: The most successful methods for recruitment reported by employers are newspaper advertisements (75%), employee referrals (70%), and walk-in applicants (40%).



RELATED D.O.T. OCCUPATIONAL TITLES

355.674-010 Child-Care Attendant, School;
 359.677-010 Attendant, Children's Institution;
 359.677-018 Nursery School Attendant;
 359.677-026 Playroom Attendant.

**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #505**

COMPUTER SUPPORT SPECIALISTS

OES Code 251040 (15 Firms Reporting)

DEFINITION

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems.

Alternate titles reported by employers include *Mis Manager, Technical Support Specialist, Digital Solutions Specialist, Information Systems Support Technician, Computer Technician, District Software Technician, Microsupport Technician, Personal Computer Support Technician*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications

Almost all employers (80%) require and some (20%) prefer prior experience in the occupation. Eight of 14 firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 6 to 36 months. Most employers (67%) accept training in lieu of experience.

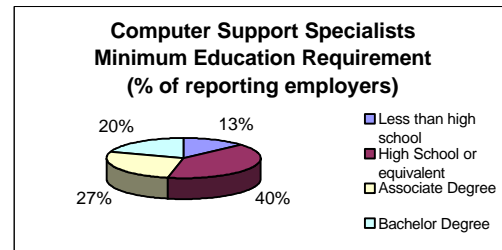
All employers reported seeking a computer software skills. In addition to English, some responding employers also prefer fluency in Spanish.

The Occupational Information Network (O*Net) of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation:

Abilities - Oral Expression; Written Comprehension; Oral Comprehension; Problem Sensitivity; Speech Clarity.

Skills - Instructing; Testing; Troubleshooting; Problem Identification; Information Gathering; Critical Thinking; Reading Comprehension; Product Inspection; Judgment and Decision Making..

Knowledges - Computers and Electronics.



Local employers rate the following **qualifications** as **Most Important**:

Abilities - work effectively under periods of high pressure.

Skills - listening skills.

Rated **Very Important** are:

Abilities - work well independently; work effectively in a team work environment.

Skills - reading and comprehension; basic math; verbal communication and speaking; English grammar and spelling; legible handwriting.

Other - possess own vehicle and insurance.

Training: Many employers (47%) require and some (27%) prefer prior vocational training. Training is available at local community colleges.

SIZE OF OCCUPATION

Small (40-50)

EMPLOYMENT TRENDS

Much faster than average growth (25.0%)

Most employers (67%) surveyed report that occupational employment remained stable during the last year; some (33%) report growth. Many firms (53%) predict growth over the next two years and many predict that employment will remain stable.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is very difficult to find experienced and inexperienced workers who meet their requirements.

COMPUTER SUPPORT SPECIALISTS

OES Code 251040 (15 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 1999)**Nonunion**

New Hires, No Experience:	\$12.00 to \$12.00/hr	Median: \$12.00/hr
New Hires, Experienced:	\$5.75 to \$27.09/hr	Median: \$14.40/hr
Experienced, 3 Yrs w/Firm:	\$6.47 to \$22.71/hr	Median: \$18.22/hr

Union

New Hires, No Experience:	\$14.85 to \$17.00/hr	Median: \$15.93/hr
New Hires, Experienced:	\$10.12 to \$23.97/hr	Median: \$14.85/hr
Experienced, 3 Yrs w/Firm:	\$11.18 to \$23.97/hr	Median: \$18.39/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	53		47				7	
Dental Insurance	67		33				7	
Vision Insurance	53		40				7	7
Life Insurance	60		20				20	7
Sick Leave	87						13	7
Vacation	100				13			7
Retirement Plan	40		27		13		20	7
Child Care			7				80	7
Other*	27						73	7

*Deferred tuition, Mileage expense, Training Expense, Employee Assistance Plan, 401(K) Plan, Holiday pay

WHERE THE JOBS ARE

Major employing industries include public school districts and community colleges, local government, private businesses (retail, wholesale, manufacturing), computer support firms, newspapers and other publishing firms, temporary help agencies.

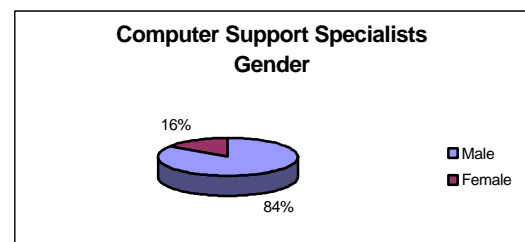
Recruitment: The most successful methods for recruitment reported by employers are newspaper advertisements (80%), in-house promotion or transfer (60%), and employee referrals (53%).

Unionization: Most workers (67%) are nonunion.

OTHER INFORMATION

Hours: Almost all (91%) work full-time, averaging 32 to 40 hours/week. Few (8%) are temporary/on call, averaging 40 hours/week, and few (2%) work part-time, averaging 15 hours/week. All work day shifts, and few (5%) also work swing shifts.

Vacancies/Promotion: Some vacancies occurred in the last 12 months through creation of new positions (39%), some (22%) through promotions, some (22%) through employees leaving, and few (17%) were temporary hires. Almost all firms (80%) promote to positions that include supervision, management, programmer, network administrator, and engineer.

**RELATED D.O.T. OCCUPATIONAL TITLES**

032.132-010 User Support Analyst Supervisor;
032.262-010 User Support Analyst;
039.264-010 Microcomputer Support Specialist.

DENTAL ASSISTANTS

OES Code 660020 (15 Firms Reporting)

DEFINITION

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

An alternate title reported by employers is *Registered Dental Assistant*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications

Most employers (60%) require and some (33%) prefer prior experience in the occupation. Few (7%) neither require nor prefer prior experience. Two of 13 firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 3 to 12 months. Nine of 14 employers responding to the question accept training in lieu of experience.

Four employers reported seeking computer software skills. In addition to English, most responding employers also prefer fluency in Spanish.

The Occupational Information Network (O*Net) of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation:

Abilities - Arm-Hand Steadiness; Near Vision; Finger Dexterity; Oral Comprehension; Control Precision.

Skills - Coordination; Active Listening; Speaking; Time Management; Service Orientation; Information Organization; Equipment Selection; Reading Comprehension.

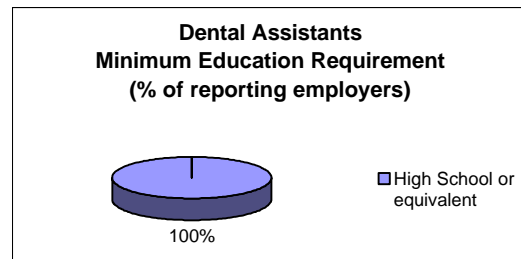
Knowledges - Medicine and Dentistry; Clerical.

Local employers rate the following **qualifications** as **Most Important**:

Abilities - work effectively in a team work environment; trained in CPR and first aid techniques; perform routine, repetitive work.

Skills - verbal communication and speaking; legible handwriting; listening.

Other - willingness to work overtime.



Rated **Very Important** are:

Abilities - work effectively under periods of high pressure; work well independently; sit continuously for 2 or more hours; stand continuously for 2 or more hours.

Skills - reading and comprehension; English grammar and spelling; basic math.

New Skills: Responding employers report that the following new skills will be in demand for this occupation: dental x-ray license, customer service skills, computer skills.

Training: Most employers (73%) require and some (27%) prefer prior vocational training. Training is available at the Regional Occupational Program, public adult schools, and local community colleges.

SIZE OF OCCUPATION

Large (340-410)

EMPLOYMENT TRENDS

Faster than average growth (20.6%)

Most employers surveyed (60%) report that occupational employment remained stable during the last year, and many (40%) report growth. Most employers (60%) predict that employment will remain stable over the next two years, and many (40%) predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report moderate difficulty in finding experienced and inexperienced applicants who meet their requirements.

DENTAL ASSISTANTS

OES Code 660020 (15Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 1999)

New Hires, No Experience:	\$6.00 to \$10.00/hr	Median:	\$7.75/hr
New Hires, Experienced:	\$8.00 to \$13.00/hr	Median:	\$11.00/hr
Experienced, 3 Yrs w/Firm:	\$11.00 to \$15.00/hr	Median:	\$13.50/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	53		20				27	67
Dental Insurance	60	27	13	7			27	33
Vision Insurance	13				13		73	67
Life Insurance	13		7		13		67	67
Sick Leave	73	20					27	47
Vacation	93	27					7	40
Retirement Plan	67	7					33	60
Child Care							100	67
Other (Uniforms)	20						80	67

WHERE THE JOBS ARE

Major employing industries include offices of dentists.

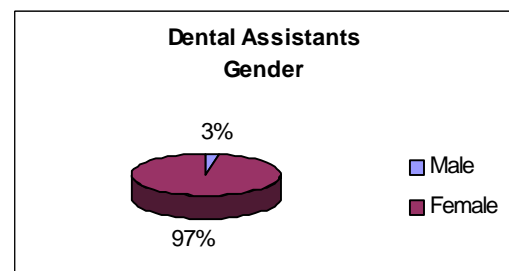
OTHER INFORMATION

Hours: Almost all employees (80%) work full-time, averaging 31 to 38 hours/week. Some (20%) work part-time, averaging 22 hours/week. All work day shifts, and few (12%) also work swing shifts.

Vacancies/Promotion: Many vacancies (47%) occurred in the last 12 months through employees leaving; some (29%) resulted from the creation of new positions and few (12%) occurred through promotions. Most firms (60%) do not promote.

Recruitment: The most successful methods for recruitment reported by employers are newspaper advertisements (87%), school and program referrals (60%), and employee referrals (47%).

Unionization: This occupation is not unionized.



RELATED D.O.T. OCCUPATIONAL TITLES

The Dictionary of Occupational Titles (D.O.T.) code for this occupation is 079.361-018 Dental Assistant.

**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #27**

DRIVER/SALES WORKERS

OES Code 971170 (16 Firms Reporting)

DEFINITION

Driver/Sales Workers drive trucks or other vehicles over established routes to deliver and sell goods, such as food products; to collect and deliver items, such as laundry; or to collect coins, and to refill and service vending machines. Newspaper Delivery Drivers are included.

Alternate titles reported by employers include *Delivery, Route Sales Representative, Route Driver, Sales Driver, Delivery Merchandiser, Full Service Delivery.*

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Few employers (13%) require, but most (69%) prefer prior experience in the occupation. Few (19%) neither require nor prefer prior occupational experience. Nine of 13 firms indicated they would accept training in lieu of experience. Firms requiring experience report a range of 6 to 12 months. Employers are not currently seeking computer software skills. In addition to English, some responding employers also prefer fluency in Spanish and few prefer fluency in Filipino-Tagalog.

The Occupational Information Network (O*Net) of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation:

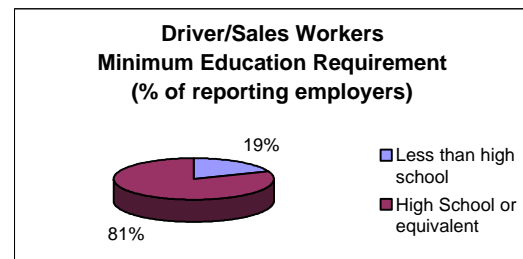
Abilities - Oral Expression; Oral Comprehension; Number Facility.

Skills - Time Management; Mathematics; Speaking; Equipment Maintenance; Service Orientation; Operation and Control.

Knowledges - Sales and Marketing; Transportation; Mathematics; Customer and Personal Service.

Local employers rate the following **qualifications** as **Most Important**:

Abilities - work well independently; work effectively in a teamwork environment.



Skills - basic math.

Other - possess a good DMV driving record; pass a drug screening exam.

Rated **Very Important** are:

Abilities - perform strenuous, physically demanding work; perform routine, repetitive work; work effectively under periods of high pressure.

Skills - listening; verbal communication and speaking; legible handwriting; reading and comprehension.

Other - pass a pre-employment medical exam; possess excellent hearing and vision; willingness to work overtime.

New Skills: Employers surveyed indicate future use of handheld personal computers, and an increased need for sales, customer service, and driving skills

Training: Almost all employers (88%) do not require prior vocational training for this occupation.

SIZE OF OCCUPATION

Large (360-430)

EMPLOYMENT TRENDS

Faster than average growth (19.4%)

Most employers surveyed (69%) report that occupational employment remained stable during the last year and some (31%) report growth. Many firms (50%) predict growth over the next two years and many (50%) predict that employment will remain stable.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is very difficult to find experienced workers who meet their requirements and moderately difficult to find inexperienced workers.

DRIVER/SALES WORKERS

OES Code 971170 (16 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 1999)

A few firms also pay commissions.

Nonunion

New Hires, No Experience:	\$6.20 to \$11.99/hr	Median: \$8.00/hr
New Hires, Experienced:	\$6.20 to \$14.38/hr	Median: \$10.56/hr
Experienced, 3 Yrs w/Firm:	\$7.00 to \$17.43/hr	Median: \$12.45/hr

Union

New Hires, No Experience:	\$11.70 to \$12.21/hr	Median: \$12.20/hr
New Hires, Experienced:	\$12.20 to \$13.76/hr	Median: \$13.58/hr
Experienced, 3 Yrs w/Firm:	\$13.76 to \$16.77/hr	Median: \$14.61/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	31		44	6			6	31
Dental Insurance	31		25	6			25	31
Vision Insurance	31	6	19				31	31
Life Insurance	13		25	6	6		38	31
Sick Leave	63	6					19	31
Vacation	75	19					6	19
Retirement Plan	25		25	6	6	6	25	25
Child Care					6		75	38
Other*			6				75	38

*Educational Assistance, Stock Options

WHERE THE JOBS ARE

Major employing industries include soft drink bottling companies, bottled water services, linen and laundry services, vending machine firms, wholesale food and beverage firms.

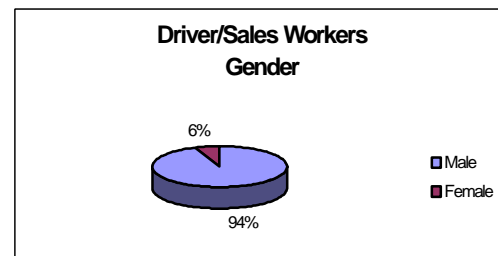
OTHER INFORMATION

Hours: Almost all work full-time, averaging 43 hours/week. Few work part-time, averaging 24 hours/week. Almost all (94%) work day shifts; few work swing or other shifts.

Vacancies/Promotion: Most vacancies (67%) occurred in the last 12 months through employees leaving; few (19%) resulted from the creation of new positions; few (8%) from promotions; few (6%) were temporary hires. Most firms (69%) promote to positions that include sales or management.

Recruitment: The most successful methods for recruitment reported by employers are employee referrals (71%), newspaper advertisements (71%), and walk-in applicants (50%).

Unionization: Most workers (65%) are nonunion.



RELATED D.O.T. OCCUPATIONAL TITLES

292.353-010 Driver, Sales Route;
 292.363-010 Newspaper-Delivery Driver;
 292.463-010 Lunch-Truck Driver;
 292.483-010 Coin Collector;
 292.667-010 Driver Helper, Sales Route.

FIRST LINE SUPERVISORS AND MANAGER/SUPERVISORS, CLERICAL AND ADMINISTRATIVE SUPPORT WORKERS

OES Code 510020 (15 Firms Reporting)

DEFINITION

First Line Clerical Manager/Supervisors directly supervise and coordinate activities of clerical and administrative support workers. They are generally found in smaller establishments where they perform both supervisory and management functions such as accounting, marketing, and personnel work. Some Manager/Supervisors may also engage, in part, in the same clerical work as the workers they supervise.

Alternate titles reported by employers include *Office Manager, Administrative Assistant, Assistant Manager, Supervisor/Manager, Center Manager, Site Supervisor, Office Clerk – Controller*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

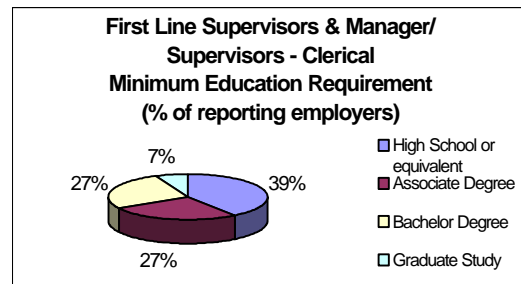
Experience and Qualifications Almost all employers (87%) require and few (13%) prefer prior experience in the occupation. Most firms (67%) indicated they would accept experience in other occupations. Firms requiring experience report a range of 6 to 60 months. Nine of 15 firms responding to the question accept training in lieu of experience. Almost all firms surveyed report seeking computer software skills as follows: word processing (13); spreadsheet (11); database (7); desktop publishing (2); other (3). In addition to English, most responding employers also prefer fluency in Spanish.

The Occupational Information Network (O*Net) of 1998 lists the following Abilities, Skills, and Knowledge as important Worker Requirements for this occupation:

Abilities - Oral Expression; Written Expression; Oral Comprehension; Written Comprehension; Near Vision.

Skills - Management of Personnel Resources; Speaking; Time Management; Monitoring; Reading Comprehension; Coordination; Problem Identification; Active Listening.

Knowledge - Administration and Management; Clerical.



Local employers rate the following **qualifications** as **Most Important**:

Abilities - effectively delegate work and supervise staff; work effectively in a team work environment; work well independently; work effectively under periods of high pressure; sit continuously for 2 or more hours; perform routine, repetitive work.

Skills - English grammar and spelling; verbal communication and speaking; reading and comprehension; listening; legible handwriting; basic math.

Rated **Very Important** are:

Abilities - stand continuously for 2 or more hours.

Skills - advanced math.

Other - willingness to work nights and/or weekends; willingness to work part-time.

New Skills: Employers surveyed indicate an emerging need for Internet skills and multi-tasking ability.

Training: Many employers (53%) do not require prior vocational training, but many (40%) prefer prior training. Training in clerical office management is provided at local proprietary schools and community colleges.

SIZE OF OCCUPATION

Very Large (1,440-1,670)

EMPLOYMENT TRENDS

Average growth (16.0%)

Almost all employers (93%) report that occupational employment remained stable during the last year; few report growth. Almost all (87%) predict that employment will remain stable over the next two years and few (13%) predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report moderate difficulty in finding experienced workers who meet their requirements and that it is very difficult to find inexperienced workers.

FIRST LINE SUPERVISORS AND MANAGER/SUPERVISORS, CLERICAL AND ADMINISTRATIVE SUPPORT WORKERS

OES Code 510020 (15 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 1999)

New Hires, No Experience:	\$8.05 to \$16.00/hr	Median: \$12.03/hr
New Hires, Experienced:	\$9.00 to \$18.10/hr	Median: \$13.50/hr
Experienced, 3 Yrs w/Firm:	\$9.00 to \$20.00/hr	Median: \$17.05/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	53		47	7				7
Dental Insurance	47		40	7			13	7
Vision Insurance	13		20				67	13
Life Insurance	47		7		7		40	13
Sick Leave	93	7					7	7
Vacation	100	7						7
Retirement Plan	60		27	13	13			
Child Care							100	13
Other*	7				7		87	13

*Thrift savings plan, Employee Assistance Plan (EAP)

WHERE THE JOBS ARE

Major employing industries include offices of federal, state, and local government, private businesses and professional offices, and non-profit agencies large enough to support a clerical and administrative support staff requiring first line supervision.

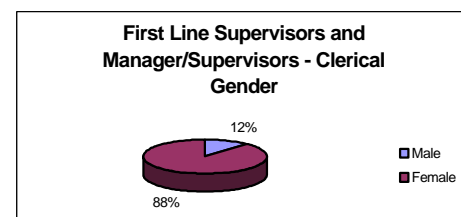
OTHER INFORMATION

Hours: Almost all workers (97%) are full-time, averaging 41 hours/week; few (3%) are part-time, averaging 30 hours/week. All work day shifts. Most (60%) may also work swing shifts; many (53%) may also work graveyard shifts.

Vacancies/Promotion: Most vacancies (67%) in the last 12 months were filled through promotions; some (28%) were filled through employees leaving; few (6%) resulted from the creation of new positions. Many firms (53%) promote to higher levels of management; many (47%) do not promote.

Recruitment: The most successful methods for recruitment reported by employers are newspaper advertisements (86%), in-house promotion or transfer (71%), and employee referrals (50%).

Unionization: Almost all employees (90%) are non-union.



RELATED D.O.T. OCCUPATIONAL TITLES

This occupation is found in many private and public establishments where office personnel are employed and administrative operations are conducted. The Dictionary of Occupational Titles (D.O.T.) reflects this wide range by listing over 100 related occupations across a wide spectrum of industries.

GRAPHIC DESIGNERS

Non-OES Code 141061998 (16 Firms Reporting)

DEFINITION

Graphic Designers create original artwork using computer layout and design to visually enhance a product, concept, or message. Graphic Designers work closely with Project Managers in advertising and marketing departments.

Alternate titles reported by employers include. *Ad Designer; Graphic Artist; Designer; Production; Electronic Pre-Press; Art Director.*

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Almost all employers (88%) require and some (13%) prefer prior experience in the occupation. Some firms (31%) accept experience in other occupations, but most do not. Firms requiring experience report a range of 12 to 84 months. Some employers (38%) accept training in lieu of experience. Almost all firms (81%) reported seeking computer software skills in desktop publishing. Some seek other skills, and few seek skills in word processing and/or database. In addition to English, some responding employers also prefer fluency in Spanish and few prefer fluency in French.

The Occupational Information Network (O*Net) of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation:

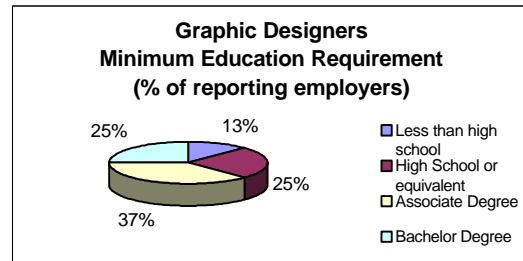
Abilities - Originality; Fluency of Ideas; Visualization; Oral Expression; Visual Color Discrimination.

Skills - Information Organization; Operation and Control; Idea Germination; Equipment Selection; Product Inspection; Idea Evaluation.

Knowledges - Fine Arts; Communications and Media; Design; Computers and Electronics.

Local employers rate the following **qualifications** as **Most Important**:

Abilities - work effectively in a team work environment; work well independently; work effectively under periods of high pressure.



Skills - listening; verbal communication and speaking; English grammar and spelling; reading and comprehension.

Rated **Very Important** are:

Abilities - sit continuously for 2 or more hours; perform routine, repetitive work.

Skills - legible handwriting; basic math.

Other - willingness to work overtime; willingness to work nights and/or weekends; willingness to work part-time.

New Skills: Employers surveyed indicate an increasing need for specialized computer graphics skills. They report emerging occupations in Internet advertising, web page design, digital art.

Training: Some firms (25%) require and some (38%) prefer but do not require prior vocation training. Training is available at the Regional Occupational Program, local community colleges, and local college and university programs.

SIZE OF OCCUPATION

Data are not available.

EMPLOYMENT TRENDS

Data are not available.

Most employers surveyed (75%) report that occupational employment remained stable during the last year. Few (13%) report decline and few (13%) report growth. Most (63%) predict that employment will remain stable over the next two years and some (38%) predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report moderate difficulty in finding experienced and inexperienced workers who meet their requirements.

GRAPHIC DESIGNERS

Non-OES Code 141061998 (16 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 1999)

A few firms also pay commissions.

New Hires, No Experience:	\$10.07 to \$13.00/hr	Median: \$11.54/hr
New Hires, Experienced:	\$8.00 to \$19.18/hr	Median: \$13.57/hr
Experienced, 3 Yrs w/Firm:	\$11.50 to \$23.01/hr	Median: \$16.89/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	38		56				6	38
Dental Insurance	19		50				31	38
Vision Insurance	6		44				50	38
Life Insurance	38		25		6		31	38
Sick Leave	75	6	6				19	31
Vacation	88	13	13					25
Retirement Plan	31	6	31	6	6		31	25
Child Care							100	38
Other*	13	13					88	25

*Employee Assistance Plan, 401(K) Plan, Flex time

WHERE THE JOBS ARE

Major employing industries include publishing companies, printing firms, graphic design firms.

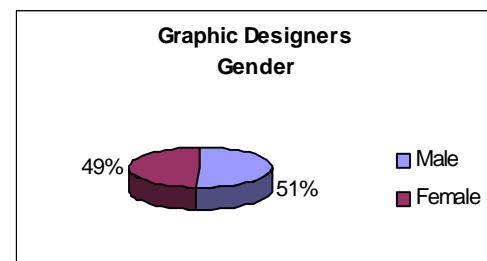
OTHER INFORMATION

Hours: Almost all work full-time, averaging 40 hours/week. Few work part-time, averaging 21 hours/week. All work day shifts and some (23%) also work swing shifts.

Vacancies/Promotion: Most vacancies (65%) occurred in the last 12 months through employees leaving; few resulted from temporary hires (18%), creation of new positions (12%), and promotions (6%). Most firms (69%) promote to higher levels within the occupation or to management; some do not promote.

Recruitment: The most successful methods for recruitment reported by employers are newspaper advertisements (75%), employee referrals (56%), and in-house promotions or transfers (31%).

Unionization: This occupation is not unionized.



RELATED D.O.T. OCCUPATIONAL TITLES

The Dictionary of Occupational Titles (D.O.T.) code for this occupation is 141.061-018 Graphic Designer.

**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #4 (related)**

HAZARDOUS MATERIALS REMOVAL WORKERS

OES Code 878030 (9 Firms Reporting)

DEFINITION

Hazardous Materials Removal Workers remove, pack, transport, and/or dispose of hazardous materials, including asbestos, waste fuel, contaminated soil, etc. Specialized training and certification in hazardous materials handling and/or a confined entry permit is generally required.

Alternate titles reported by employers include *Hazardous Materials Specialist*, *Household Hazardous Waste Technician*, *OSHA Certified Operator*, *Environmental Technician*, *Asbestos Lead Removal Worker*, *Environmental Specialist*, *Field Technician*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Some employers (22%) require and most (78%) prefer prior experience in the occupation. Seven of nine firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 12 to 24 months. Six of nine employers responding to the question accept training in lieu of experience. Two employers reported seeking experience in word processing skills, two in spreadsheet skills, one in database skills, and one in other computer software skills. In addition to English, some responding employers also prefer fluency in Spanish.

Local employers rate the following **qualifications** as **Most Important**:

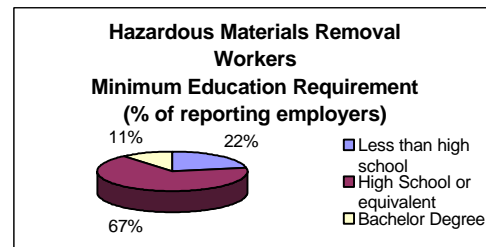
Skills - legible handwriting.

Other - Pass a pre-employment medical exam; pass a drug screening exam; possess excellent hearing; possess excellent vision; possess a good DMV driving record; willingness to work overtime.

Rated **Very Important** are:

Abilities - work effectively in a team work environment; perform strenuous, physically demanding work; work well independently; trained in CPR and first aid techniques; stand continuously for 2 or more hours.

Skills - verbal communication and speaking; listening.



Other - willingness to work on-call.

New Skills: Employers an increasing need for skills in asbestos removal, environmental assessment, forklift operation, establishing and maintaining cooperative safety practices.

Training: Three of nine firms require prior vocational training and 4 of nine prefer prior training. Training is available locally at Hartnell College.

SIZE OF OCCUPATION

Data are not available.

EMPLOYMENT TRENDS

Data are not available.

Many employers surveyed (56%) report that occupational employment grew during the last year and many (44%) report that employment remained stable. Most (67%) predict that employment will remain stable over the next two years; some (22%) predict growth and some (11%) predict decline.

SUPPLY/DEMAND ASSESSMENT

Employers report moderate difficulty in finding experienced and inexperienced workers who meet their requirements.

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = less than 20%

HAZARDOUS MATERIALS REMOVAL WORKERS

OES Code 878030 (9 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 1999)

New Hires, No Experience: \$7.67 to \$15.51/hr **Median:** \$11.00/hr
New Hires, Experienced: \$8.63 to \$24.62/hr **Median:** \$15.51/hr
Experienced, 3 Yrs w/Firm: \$11.99 to \$30.00/hr **Median:** \$19.00/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	78	11	11				11	
Dental Insurance	67	11	11				22	
Vision Insurance	67	11	11				22	
Life Insurance	44				22	11	33	
Sick Leave	56	11					44	
Vacation	89	11					11	
Retirement Plan	67		11		11	11	11	
Child Care					33	11	67	
Other							100	11

WHERE THE JOBS ARE

Major employing industries include local government, hazardous waste removal firms, construction firms.

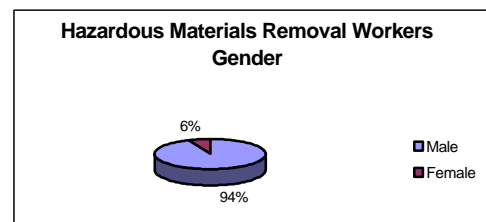
Recruitment: The most successful methods for recruitment reported by employers are employee referrals (67%), walk-in applicants (56%), and newspaper advertisements (33%).

OTHER INFORMATION

Hours Almost all (89%) work full-time, averaging 40 hours/week. There are few temporary/on call positions (11%), averaging 20 hours/week and few part-time positions, averaging 32 hours/week. All work day shifts; few (4%) work weekends and other shifts.

Unionization: One-third of reporting firms, representing 8% of surveyed employees, are unionized.

Vacancies/Promotion: Many vacancies (46%) occurred in the last 12 months through employees leaving; some resulted from creation of new positions (27%) or promotions (22%). Few vacancies in the last 12 months (5%) were filled as temporary hires. Almost all firms (89%) promote to higher positions, including supervision or management. Few do not promote.



For Additional Information: CALIFORNIA OCCUPATIONAL GUIDES #2000B, #2000E

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = less than 20%

HOTEL DESK CLERKS

OES Code 538080 (16 Firms Reporting)

DEFINITION

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

Alternate titles reported by employers include. *Front Desk Staff, Front Desk Agent, Front Desk Clerk, Guest Service Associate, Guest Relations, Front Desk Reservationist, Front Desk Representative.*

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Most employers (63%) prefer but do not require prior experience in the occupation. Some (31%) do not require prior occupational experience. Ten of 11 firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 3 to 12 months. Eight of 11 employers responding to the question accept training in lieu of experience.

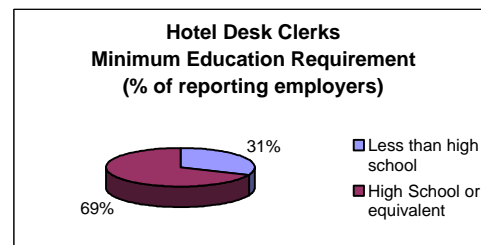
Four employers report seeking skills in word processing, three in spreadsheet, one in database, and five in other computer software. In addition to English, some responding employers also prefer fluency in Spanish.

The Occupational Information Network (O*Net) of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation:

Abilities - Oral Expression; Oral Comprehension; Number Facility; Speech Clarity; Written Comprehension.

Skills - Service Orientation; Speaking; Active Listening; Mathematics; Coordination; Writing.

Knowledges - Customer and Personal Service; Clerical; Computers and Electronics; English Language.



Local employers rate the following **qualifications** as **Most Important**:

Abilities - work effectively in a team work environment; stand continuously for 2 or more hours; work well independently; work effectively under periods of high pressure.

Skills - verbal communication and speaking; listening; reading and comprehension; English grammar and spelling; basic math.

Other - willingness to work nights and/or weekends; willingness to work part-time.

Rated **Very Important** are:

Abilities - perform routine, repetitive work; effectively delegate work and supervise staff.

Skills - legible handwriting.

New Skills: Employers surveyed indicate an increasing need for good people skills, telephone etiquette, ability to solve problems, knowledge of geography.

Training: Most employers (69%) do not require prior vocational training, but some (31%) prefer it. Training is available at public adult schools, local proprietary schools, and the Regional Occupational Program.

SIZE OF OCCUPATION

Large (470-550)

EMPLOYMENT TRENDS

Faster than average growth (17.0%)

Almost all employers surveyed (81%) report that occupational employment remained stable during the last year and some (19%) report growth. Most (69%) predict that employment will remain stable over the next two years and some (31%) predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is very difficult to find experienced workers who meet their requirements and moderately difficult to find inexperienced workers.

HOTEL DESK CLERKS

OES Code 538080 (16 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 1999)

A few firms also pay commissions.

Nonunion

New Hires, No Experience:	\$5.75 to \$9.39/hr	Median: \$7.50/hr
New Hires, Experienced:	\$5.75 to \$10.00/hr	Median: \$8.08/hr
Experienced, 3 Yrs w/Firm:	\$5.75 to \$12.00/hr	Median: \$9.00/hr

Union

New Hires, No Experience:	\$9.00 to \$9.39/hr	Median: \$9.39/hr
New Hires, Experienced:	\$9.00 to \$9.39/hr	Median: \$9.36/hr
Experienced, 3 Yrs w/Firm:	\$9.00 to \$10.56/hr	Median: \$9.36/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	44		38	6	6	6	6	44
Dental Insurance	31		31	6	6	6	25	44
Vision Insurance	25		13	6		6	56	44
Life Insurance	44		19	13		6	31	38
Sick Leave	38		13		6	6	38	50
Vacation	69	13	19	6	6	13		25
Retirement Plan	25		19	13	6		44	44
Child Care							94	56
Other*	13	6			6		69	50

*Uniforms, Meals, Stock Purchase Plan, Cleaning

WHERE THE JOBS ARE

Major employing industries include hotels, motels, resorts.

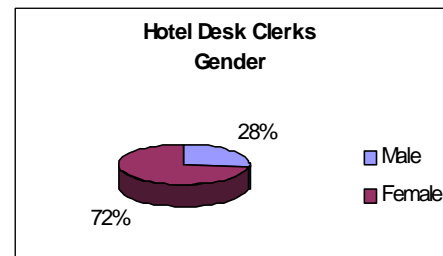
Unionization: Some workers (20%) are union members.

OTHER INFORMATION

Hours: Almost all (81%) work full-time, averaging 39 hours/week. Few (18%) work part-time, averaging 22 hours/week. All work swing shifts; almost all (91%) work day shifts; some (31%) work graveyard shifts; few (7%) work other shifts.

Vacancies/Promotion: Many vacancies (58%) occurred in the last 12 months through employees leaving; few (16%) resulted from promotions; few (16%) were temporary hires; few (11%) occurred through the creation of new positions. Almost all (88%) firms promote to higher levels, including supervision or management.

Recruitment: The most successful methods for recruitment reported by employers are newspaper advertisements (81%), employee referrals (69%), in-house promotion or transfer (44%), and walk-in applicants (44%).



RELATED D.O.T. OCCUPATIONAL TITLES

The Dictionary of Occupational Titles (D.O.T.) code for this occupation is 238.367-038 Hotel Clerk.

**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #70**

HUMAN SERVICE WORKERS

OES Code 273080 (12 Firms Reporting)

DEFINITION

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. Residential Counselors and Psychiatric Technicians are not included.

Alternate titles reported by employers include *Social Service Aide, Information and Referral Specialist, Interview Specialist, Outreach Worker, Peer Counselor, Weekend Supervisor, Domestic Violence Counselor, Case Manager, Family Consultant.*

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

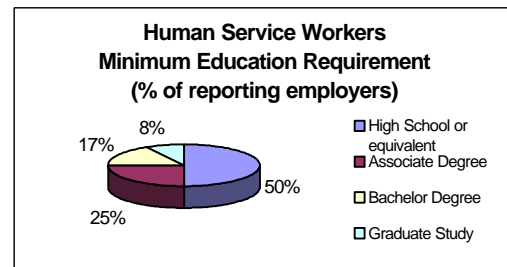
Experience and Qualifications Many employers (50%) require prior experience in the occupation while many others (42%) prefer but do not require experience. Nine of 11 firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 6 to 30 months. Nine of 11 firms responding to the question accept training in lieu of experience. Nine employers reported seeking computer software word processing skills, four seek database skills, three seek spreadsheet skills, and three seek desktop publishing skills. In addition to English, some responding employers also prefer fluency in Spanish.

The Occupational Information Network (O*Net) of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation:

Abilities - Oral Expression; Oral Comprehension; Written Expression; Written Comprehension; Problem Sensitivity.

Skills - Social Perceptiveness; Speaking; Active Listening; Service Orientation; Problem Identification; Information Gathering.

Knowledges - Customer and Personal Service; Therapy and Counseling; Education and Training; Psychology.



Local employers rate the following **qualifications** as **Most Important**:

Abilities - work effectively in a team work environment; work effectively under periods of high pressure; work well independently.

Skills - listening; verbal communication and speaking; reading and comprehension; English grammar and spelling; legible handwriting. Rated **Very Important** are:

Abilities - trained in CPR and first aid techniques; sit continuously for 2 or more hours; perform routine, repetitive work; effectively delegate work and supervise staff.

Skills - basic math.

Other - willingness to work overtime; nights and/or weekends; part-time; on-call; possess a good DMV driving record; possess own vehicle and insurance.

New Skills: Among the new skills reported by employers surveyed are an increasing need for bilingual skills and ability to develop new resources.

Training: Almost all firms (83%) do not require prior vocational training. Training is available at local community colleges and other colleges/universities.

SIZE OF OCCUPATION

Small (110-140)

EMPLOYMENT TRENDS

Much faster than average growth (27.3%)

Many employers (50%) surveyed report that occupational employment remained stable during the last year and many (50%) report growth. Many firms (58%) predict that employment will remain stable over the next two years and many (42%) predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is very difficult to find experienced workers who meet their requirements and moderately difficult to find inexperienced workers.

HUMAN SERVICE WORKERS

OES Code 273080 (12 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 1999)

New Hires, No Experience:	\$5.75 to \$10.00/hr	Median:	\$7.50/hr
New Hires, Experienced:	\$6.00 to \$13.28/hr	Median:	\$9.57/hr
Experienced, 3 Yrs w/Firm:	\$6.42 to \$17.00/hr	Median:	\$10.52/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	75	17		8			8	42
Dental Insurance	75	17					8	50
Vision Insurance	50	17					33	50
Life Insurance	33	8					50	58
Sick Leave	83	17						50
Vacation	83	17						50
Retirement Plan	25	8			8		50	58
Child Care			8		8	8	67	58
Other (Mental Health)	8						75	58

WHERE THE JOBS ARE

Major employing industries include local government; private, non-profit social service agencies.

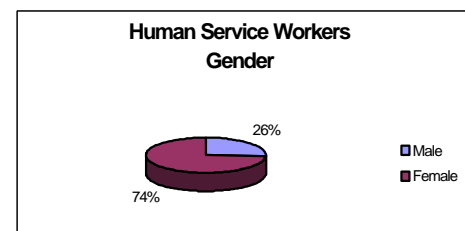
Unionization: Most workers (68%) are nonunion.

OTHER INFORMATION

Hours Most (70%) work full-time, averaging 40 hours/week. Some (24%) work part-time, averaging 23 hours/week. Few (6%) work temporary/on call, averaging 10 hours/week. All work day shifts; some (32%) work swing shifts; some (23%) work graveyard shifts.

Vacancies/Promotion: Many vacancies (43%) occurred over the last 12 months through creation of new positions. Some (33%) occurred through employees leaving; some (20%) through promotions. Few (5%) were temporary hires. Almost all firms (83%) promote to higher levels, including management positions. Few (17%) do not promote.

Recruitment: The most successful methods for recruitment reported by employers are newspaper advertisements (83%), colleges and universities (50%), in-house promotion or transfer (33%), employee referrals (33%).



RELATED D.O.T. OCCUPATIONAL TITLES

195.367-010 Case Aide;
195.367-014 Management Aide;
195.367-034 Social Services Aide.

LABORERS, LANDSCAPING AND GROUNDSKEEPING

OES Code 790410 (15 Firms Reporting)

DEFINITION

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following: sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stone masons.

Alternate titles reported by employers include *Greenskeeper, Gardener, Landscape Laborer, Grounds Maintenance, Mechanic-Irrigation Specialist*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Many employers (53%) require and many (40%) prefer prior experience in the occupation. Six of 14 firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 6 to 36 months. Eleven of 14 employers responding to the question accept training in lieu of experience.

Three employers reported seeking computer software skills. In addition to English, some responding employers also prefer fluency in Spanish.

The Occupational Information Network (O*Net) of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation:

Abilities - Manual Dexterity; Static Strength; Stamina; Trunk Strength; Dynamic Strength.

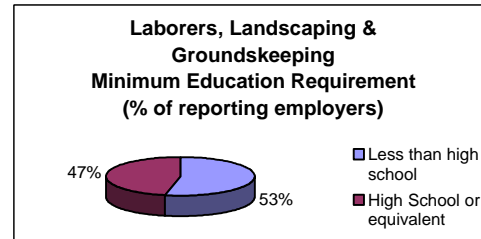
Skills - Equipment Selection; Operation and Control.

Knowledges - Chemistry; Mechanical.

Local employers rate the following **qualifications** as **Most Important**:

Abilities - perform strenuous, physically demanding work; work well independently; work effectively in a team work environment; perform routine, repetitive work.

Skills - listening; verbal communication and speaking skills.



Other - possess a good DMV driving record.

Rated **Very Important** are:

Abilities - stand continuously for 2 or more hours.

Skills - reading and comprehension skills; English grammar and spelling; legible handwriting.

Other - willingness to work nights and/or weekends; willingness to work part-time; willingness to work overtime.

New Skills: Employers surveyed report an increasing need for knowledge of plants and plant care, pesticide applicator's certification, and ability to program sprinkler systems.

Training: Some employers (20%) require and some (20%) prefer prior vocational training. Training is available at the Regional Occupational Program and local community colleges.

SIZE OF OCCUPATION

Very Large (1,010-1,160)

EMPLOYMENT TRENDS

Average growth (14.9%)

Most employers surveyed (67%) report that occupational employment remained stable during the last year and some (33%) report growth. Many (53%) predict that employment will remain stable over the next two years; some (33%) predict growth and few (13%) predict decline.

SUPPLY/DEMAND ASSESSMENT

Employers report moderate difficulty in finding experienced and inexperienced workers who meet their requirements.

LABORERS, LANDSCAPING AND GROUNDSKEEPING

OES Code 790410 (15 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 1999)

A few firms also pay commissions.

Nonunion

New Hires, No Experience:	\$6.25 to \$8.63/hr	Median: \$8.00/hr
New Hires, Experienced:	\$6.25 to \$10.25/hr	Median: \$8.50/hr
Experienced, 3 Yrs w/Firm:	\$8.25 to \$12.66/hr	Median: \$10.00/hr

Union

New Hires, No Experience:	\$7.00 to \$7.00/hr	Median: \$7.00/hr
New Hires, Experienced:	\$10.00 to \$15.82/hr	Median: \$11.30/hr
Experienced, 3 Yrs w/Firm:	\$11.88 to \$16.78/hr	Median: \$14.00/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	53		20				27	20
Dental Insurance	47		20				33	20
Vision Insurance	33		20				47	20
Life Insurance	53		7				40	20
Sick Leave	73						27	20
Vacation	80						20	20
Retirement Plan	53		20	7			27	13
Child Care					7		93	20
Other*	27		13	7			60	13

*Christmas Fund, Meals, 401(K) Plan, Uniforms, 4 Paid Holidays

WHERE THE JOBS ARE

Major employing industries include golf courses, country clubs, resorts, residential facilities, landscaping firms, state and local government.

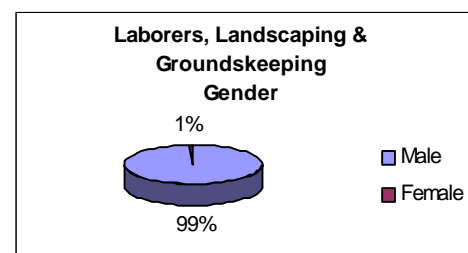
OTHER INFORMATION

Hours: Almost all workers (86%) are full-time, averaging 40 hours/week. Few (9%) are part-time, averaging 30 hours/week; few (6%) are temporary/on call, averaging 28 hours/week. All work day shifts.

Vacancies/Promotion: Many filled vacancies (50%) in the last 12 months were temporary hires. Some (21%) resulted from employees leaving; few (16%) occurred through promotions and few (13%) through creation of new positions. Almost all firms (80%) promote to positions that include foreperson, supervisor, crew chief, superintendent.

Recruitment: The most successful methods for recruitment reported by employers are employee referrals (80%), newspaper advertisements (67%), and walk-in applicants (53%).

Unionization: Most workers are nonunion (78%).



RELATED D.O.T. OCCUPATIONAL TITLES

The related Dictionary of Occupational Titles (D.O.T.) code for this occupation is 408.687-014 Laborer, Landscape.

For Additional Information: CALIFORNIA OCCUPATIONAL GUIDE #320

MARINE TECHNICIANS

Non-OES Code 041061995 (5 Firms Reporting - Monterey and Santa Cruz Counties)

DEFINITION

Marine Technicians apply science, computer, and engineering skills to the marine and fresh water environment, including the open ocean, coastal regions, estuaries, rivers, swamps and lakes. Examples of typical tasks may include fabrication, operation, and maintenance of mechanical and electronic navigational, oceanographic, meteorological, and/or geophysical instrumentation and equipment. May be required to spend extended time at sea. May be designated to pilot Remotely Operated Vehicles (ROVs).

Alternate titles reported by employers include *Marine Operations Technician, ROV Pilot, Research Assistant, Fish & Wildlife Scientific Assistant, Development Technician, Scientist*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Many employers (40%) require and most (60%) prefer prior experience in the occupation. Almost all indicated they would accept experience in other occupations. Firms requiring experience report a range of 12 to 36 months. Almost all employers (80%) accept training in lieu of experience.

Almost all employers (80%) reported seeking computer spreadsheet skills. Most (60%) seek skills in word processing, database, and other skills. Some (20%) seek desktop publishing skills. In addition to English, some responding employers also prefer fluency in Spanish.

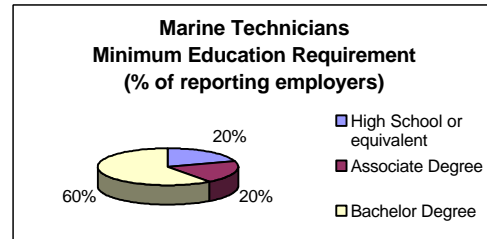
Local employers rate the following **qualifications** as **Most Important**:

Abilities - work effectively in a team work environment; work well independently; work effectively under periods of high pressure.

Skills - reading and comprehension; listening; verbal communication and speaking.

Rated **Very Important** are:

Abilities - effectively delegate work and supervise staff; perform routine, repetitive work; trained in CPR and first aid techniques; sit continuously for 2 or more hours.



Skills - legible handwriting; basic math; English grammar and spelling.

Other - willingness to work overtime; possess a good DMV driving record.

New Skills: Employers surveyed indicate an increasing need for computer programming, knowledge of invertebrates, knowledge of sorting specimens, practical electrical and mechanical skills, boat handling skills.

Training: Most employers (60%) require and some (20%) prefer prior vocational training. Training curricula for this occupation are being developed for local community colleges.

SIZE OF OCCUPATION

Data are not available.

EMPLOYMENT TRENDS

Data are not available.

Almost all employers surveyed (80%) report that occupational employment grew during the last year. Most (60%) predict growth over the next two years and many (40%) predict that employment will remain stable.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is not difficult to find experienced workers who meet their requirements, but that finding inexperienced workers is moderately difficult.

MARINE TECHNICIANS

Non-OES Code 041061995 (5 Firms Reporting - Monterey and Santa Cruz Counties)

WAGES AND FRINGE BENEFITS (Summer 1999)

New Hires, No Experience:	\$9.35 to \$11.93/hr	Median: \$11.08/hr
New Hires, Experienced:	\$9.35 to \$20.00/hr	Median: \$13.42/hr
Experienced, 3 Yrs w/Firm:	\$10.50 to \$30.00/hr	Median: \$13.42/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	20	20	40				40	
Dental Insurance	20	20	40				40	
Vision Insurance			40				60	20
Life Insurance	40	20	20				40	
Sick Leave	80						20	20
Vacation	80	20					20	
Retirement Plan	40	20	20				40	
Child Care	20		20				60	20
Other*	20						80	20

*Long Term Disability

WHERE THE JOBS ARE

Major employing industries include marine research institutions, state government, and private laboratories.

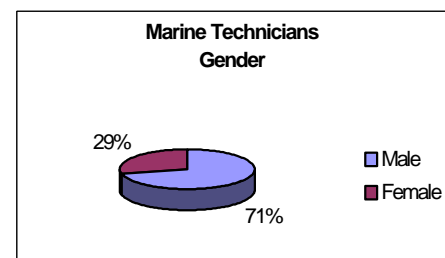
OTHER INFORMATION

Hours: Almost all (98%) work full-time, averaging 41 hours/week. Few work part-time, averaging 30 hours/week. Almost all (80%) work day shifts; some work other shifts.

Vacancies/Promotion: In the last 12 months some vacancies (39%) resulted from promotions and some (30%) were filled through temporary hires. Few (17%) occurred through creation of new positions and few (13%) through employees leaving. Most firms (60%) promote to positions that include supervisor, manager, director, staff research associates.

Recruitment: The most successful methods for recruitment reported by employers are employee referrals (60%), colleges and universities (60%), and walk-in applicants (40%).

Unionization: Most workers (66%) are nonunion.



MEDICAL ASSISTANTS

OES Code 660050 (15 Firms Reporting)

DEFINITION

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

Alternate titles reported by employers include *Clinical Medical Assistant*, *Chiropractic Assistant*, *Back Office Medical Assistant*, *Certified Medical Assistant*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Many employers (53%) require and some (27%) prefer prior experience in the occupation; some (20%) neither require nor prefer prior occupational experience. Three of 12 firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 6 to 24 months. Five of 12 employers responding to the question accept training in lieu of experience. Nine employers reported seeking computer software skills. In addition to English, some responding employers also prefer fluency in Spanish.

The Occupational Information Network (O*Net) of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation:

Abilities - Near Vision; Oral Comprehension; Information Ordering; Arm-Hand Steadiness; Written Comprehension.

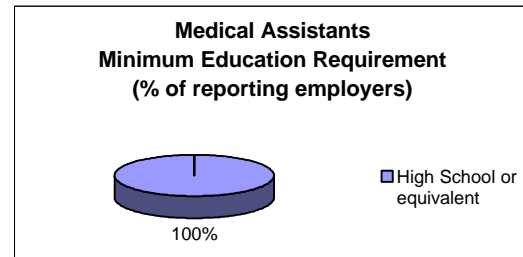
Skills - Service Orientation; Writing; Active Listening; Speaking; Information Organization; Information Gathering.

Knowledges - Medicine and Dentistry; Clerical; Biology; English Language.

Local employers rate the following

qualifications as Most Important:

Abilities - work effectively in a team work environment; work well independently; perform routine, repetitive work; trained in CPR and first aid techniques.



Skills - legible handwriting; reading and comprehension; listening; verbal communication and speaking; basic math.

Other - willingness to work overtime
Rated **Very Important** are:

Abilities - sit continuously for 2 or more hours; work effectively under periods of high pressure.

Skills - English grammar and spelling.

Other - willingness to work nights and/or weekends; willingness to work part-time.

New Skills: Employers surveyed indicate an increasing need for bilingual skills, multi-tasking skills, knowledge of medical terminology, and ability to perform phlebotomy injections.

Training: Most employers (67%) require and few (13%) prefer prior vocational training. Training is available at the Regional Occupational Program, local community colleges, and private proprietary schools.

SIZE OF OCCUPATION

Medium (260-340)

EMPLOYMENT TRENDS

Much faster than average growth (30.8%)

Most employers surveyed (67%) report that occupational employment remained stable during the last year. Some (33%) report growth. Most (60%) predict that employment will remain stable over the next two years and many (40%) predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is not difficult to find experienced workers who meet their requirements, but that finding inexperienced workers is moderately difficult.

MEDICAL ASSISTANTS

OES Code 660050 (15 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 1999)

New Hires, No Experience:	\$8.62 to \$10.00/hr	Median:	\$9.00/hr
New Hires, Experienced:	\$8.18 to \$12.00/hr	Median:	\$9.59/hr
Experienced, 3 Yrs w/Firm:	\$9.21 to \$14.00/hr	Median:	\$12.00/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	73		27				40	
Dental Insurance	40		13				47	40
Vision Insurance	27						73	40
Life Insurance	53		7		13		27	40
Sick Leave	93						7	40
Vacation	93	7					7	33
Retirement Plan	67	13			7		27	27
Child Care							100	40
Other*	20						80	40

*Uniforms, Personal days

WHERE THE JOBS ARE

Major employing industries include offices of physicians and medical clinics, offices of chiropractors.

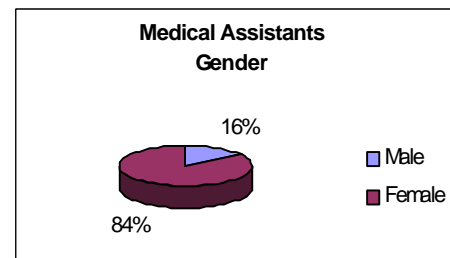
OTHER INFORMATION

Hours: Almost all workers (89%) are full-time, averaging 40 hours/week. Few (11%) are part-time, averaging 25 hours/week. All work day shifts. Some (20%) also work swing shifts and few (13%) work weekend shifts.

Vacancies/Promotion: In the last 12 months many filled vacancies (57%) resulted from employees leaving. Few occurred through promotions (19%), creation of new positions (19%), or temporary hires (5%). Most firms promote to positions that include office manager, supervisor, front or back office lead.

Recruitment: The most successful methods for recruitment reported by employers are newspaper advertisements (60%), school and program referrals (60%), and employee referrals (47%).

Unionization: Almost all workers (93%) are nonunion.



RELATED D.O.T. OCCUPATIONAL TITLES

079.362-010 Medical Assistant;
079.364-010 Chiropractor Assistant;
079.374-018 Podiatric Assistant.

**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #513**

RECREATION WORKERS

OES Code 273110 (16 Firms Reporting)

DEFINITION

Recreation Workers conduct recreation activities with groups in public, private, or volunteer agencies or recreation facilities. They consider the needs and interests of individual members and organize and promote activities, such as arts and crafts, sports, games, music, dramatics, social recreation, camping, and hobbies.

Alternate titles reported by employers include *Recreation Leader, Recreation Coordinator, Program Supervisor, Activity Director, Activity Aide, Recreation Services Assistant, Recreation Aide, Tour Guide, Activity Assistant, Social Recreation Supervisor*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Many employers (44%) require and many (50%) prefer prior experience in the occupation. Nine of 14 firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 3 to 36 months. Eleven of 15 employers responding to the question accept training in lieu of experience. Eleven employers reported seeking computer software skills, primarily in word processing and desktop publishing. In addition to English, some responding employers also prefer fluency in Spanish.

The Occupational Information Network (O*Net) of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation:

Abilities - Oral Expression; Speech Clarity; Oral Comprehension; Fluency of Ideas; Written Expression.

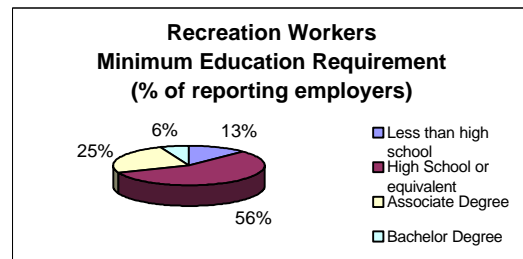
Skills - Coordination; Speaking; Service Orientation; Social Perceptiveness; Implementation Planning; Management of Personnel Resources.

Knowledges - Customer and Personal Service; Administration and Management; Education and Training; English Language.

Local employers rate the following **qualifications** as **Most Important**:

Abilities - work effectively in a team work environment; work well independently.

Skills - listening; verbal communication and speaking.



Rated **Very Important** are:

Abilities - perform routine, repetitive work; trained in CPR and first aid techniques; stand continuously for 2 or more hours; work effectively under periods of high pressure.

Skills - English grammar and spelling; legible handwriting; reading and comprehension.

Other - pass a pre-employment medical exam; possess excellent hearing; possess excellent vision; possess a good DMV driving record; willingness to work nights and/or weekends; willingness to work part-time; willingness to work on-call; willingness to work over-time.

New Skills: Employers surveyed indicate an increasing need for conflict resolution and communication skills. Also indicated were skills with children, youth and the elderly.

Training: Few employers (19%) require and some (25%) prefer prior vocational training, but many (56%) neither require nor prefer training. Training is available at local community colleges and other colleges/universities.

SIZE OF OCCUPATION

Large (360-390)

EMPLOYMENT TRENDS

Slower than average growth (8.3%)

Many employers surveyed (50%) report that occupational employment remained stable during the last year and many (44%) report growth. Few (6%) report decline. Most (63%) predict that employment will remain stable over the next two years and some (38%) predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report that finding experienced and inexperienced workers who meet their requirements is moderately difficult.

RECREATION WORKERS

OES Code 273110 (16 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 1999)

New Hires, No Experience:	\$6.00 to \$15.00/hr	Median: \$7.00/hr
New Hires, Experienced:	\$6.25 to \$16.11/hr	Median: \$9.25/hr
Experienced, 3 Yrs w/Firm:	\$7.00 to \$19.58/hr	Median: \$10.00/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	19	6	25	19			6	63
Dental Insurance	25	6	13	13	6	6	6	63
Vision Insurance	25		13	13	6	6	6	69
Life Insurance	25		13	6			13	81
Sick Leave	44	19			6			69
Vacation	44	19			6			69
Retirement Plan			38	13			13	75
Child Care			6	6	13	6	31	75
Other*	6	6					44	75

*Stock Purchase, Club membership

WHERE THE JOBS ARE

Major employing industries include local government, military installations, private, non-profit agencies, convalescent and rehabilitation facilities, recreation and tourism firms.

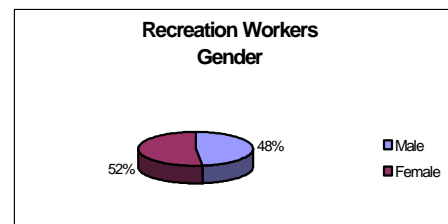
OTHER INFORMATION

Hours: Most workers are seasonal (66%), averaging 32 hours/week. Some (20%) are part-time, averaging 20 hours/week. Few (9%) work full-time, averaging 32 to 40 hours/week. Few (5%) are temporary/on call, averaging 23 hours/week. Almost all (89%) work day shifts; most (78%) work swing shifts. Few (11%) work other shifts.

Vacancies/Promotion: In the last 12 months, almost all vacancies (89%) were filled as temporary hires. Few vacancies (3%) resulted from employees leaving and few (2%) from creation of new positions. Few (6%) were filled through promotion; although almost all firms (81%) report that they promote to positions that include manager and director.

Recruitment: The most successful methods for recruitment reported by employers are newspaper advertisements (88%), in-house promotion or transfer (50%), and employee referrals (44%).

Unionization: Almost all workers (91%) are nonunion.



RELATED D.O.T. OCCUPATIONAL TITLES

153.137-010 Manager, Pool;
 159.124-010 Counselor, Camp;
 187.167-238 Recreation Supervisor;
 195.167-026 Director, Recreation Center;
 195.227-010 Program Aide, Group Work;
 195.227-014 Recreation Leader;
 352.167-010 Director, Social.

**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #357**

SECRETARIES, EXCEPT LEGAL AND MEDICAL

OES Code 551080 (15 Firms Reporting)

DEFINITION

Secretaries, except Legal and Medical, relieve officials of clerical work and minor administrative and business details by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may also perform various other assigned clerical duties. Medical and Legal Secretaries are not included.

Alternate titles reported by employers include *Customer Service Representative, Administrative Assistant, Executive Assistant, Administrative Coordinator, Office Technician, Clerical Assistant*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Most employers (73%) require and some (20%) prefer prior experience in the occupation. Seven of 13 firms indicated they would accept experience in other occupations. Firms requiring experience report a range of 12 to 48 months. Nine of 14 employers responding to the question accept training in lieu of experience.

All employers reported seeking computer software skills, including word processing (93%), spreadsheet (87%), database (53%) desktop publishing (7%), and other (13%). In addition to English, some responding employers also prefer fluency in Spanish.

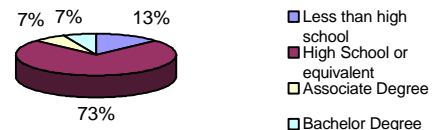
The Occupational Information Network (O*Net) of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation:

Abilities - Oral Expression; Oral Comprehension; Written Comprehension; Wrist-Finger Speed; Speech Recognition.

Skills - Coordination; Active Listening; Writing; Reading Comprehension; Information Organization.

Knowledges - Clerical; English Language; Computers and Electronics; Customer and Personal Service; Telecommunications.

Secretaries, except Legal & Medical
Minimum Education Requirement
(% of reporting employers)



Local employers rate the following **qualifications** as **Most Important**:

Abilities - work effectively in a team work environment; work well independently; work effectively under periods of high pressure; sit continuously for 2 or more hours.

Skills - English grammar and spelling; reading and comprehension; verbal communication and speaking; legible handwriting; listening; basic math.

Rated **Very Important** are:

Abilities - perform routine, repetitive work; effectively delegate work and supervise staff.

New Skills: Employers surveyed indicate an increasing need for electronic office and telephone skills.

Training: Some employers (20%) require and some (27%) prefer prior vocational training. Training is available at the Regional Occupational Program, local community colleges, public adult schools, and private proprietary schools.

SIZE OF OCCUPATION

Very Large (2,090-2,280)

EMPLOYMENT TRENDS

Slower than average growth (9.1%)

Most employers surveyed (73%) report that occupational employment remained stable during the last year and some (27%) report growth. Almost all (87%) predict that employment will remain stable over the next two years and few (13%) predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is very difficult to find experienced workers who meet their requirements and that it is not difficult to find inexperienced workers.

SECRETARIES, EXCEPT LEGAL AND MEDICAL

OES Code 551080 (15 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 1999)

A few firms also pay commissions.

Nonunion

New Hires, No Experience:	\$8.92 to \$10.00/hr	Median: \$9.46/hr
New Hires, Experienced:	\$8.00 to \$14.13/hr	Median: \$11.00/hr
Experienced, 3 Yrs w/Firm:	\$10.53 to \$15.00/hr	Median: \$13.90/hr

Union

New Hires, No Experience:	\$11.86 to \$11.86/hr	Median: \$11.86/hr
New Hires, Experienced:	\$10.79 to \$13.60/hr	Median: \$11.80/hr
Experienced, 3 Yrs w/Firm:	\$13.79 to \$15.97/hr	Median: \$14.47/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	60		40	7				7
Dental Insurance	60		27	7	7		7	7
Vision Insurance	67		20	7			13	7
Life Insurance	80		7		7		7	13
Sick Leave	100	7						7
Vacation	100	7						7
Retirement Plan	60		20		7		13	13
Child Care					20		80	13
Other*	7		7				87	13

*Thrift Savings Plan, Disability

WHERE THE JOBS ARE

Major employing industries include offices of federal, state, and local government, private businesses and professional offices, and non-profit agencies.

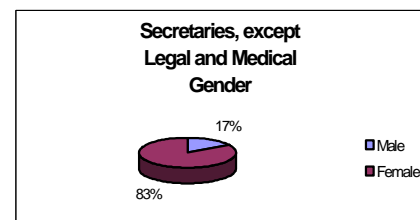
OTHER INFORMATION

Hours: Almost all (98%) work full-time, averaging 40 hours/week. Few (2%) work part-time, averaging 22 hours/week. All work day shifts and few (7%) also work swing shifts.

Vacancies/Promotion: Many vacancies in the last 12 months (45%) resulted from employees leaving. Some (30%) occurred through promotions and some (25%) through creation of new positions. Most firms (73%) promote to higher levels.

Recruitment: The most successful methods for recruitment reported by employers are newspaper advertisements (86%), in-house promotion or transfer (43%), and employee referrals (43%).

Unionization: Employment is evenly split between union and nonunion workers.



RELATED D.O.T. OCCUPATIONAL TITLES

201.162-010 Social Secretary;
 201.362-018 Membership Secretary;
 201.362-022 School Secretary;
 201.362-030 Secretary;
 219.362-074 Trust Operations Assistant.

**For Additional Information: CALIFORNIA
 OCCUPATIONAL GUIDE #128**

SURGICAL TECHNICIANS

OES Code 329280 (6 Firms Reporting)

DEFINITION

Surgical Technicians assist the surgical team during surgical procedures and in the preparation for surgery. Under the direct supervision of a Registered Nurse, they arrange sterile setups, count sponges, needles, and instruments before and during surgery, check the operation of equipment, and clean and restock the operating room. They may pass instruments and supplies to surgeons, and may assist in transporting, positioning, prepping, and draping patients for surgery. They may be known as Surgical Technologists. Surgical Assistants who perform such tasks as retracting tissue, suturing skin, and suctioning blood during surgery are not included.

An alternate title reported by employers is *Surgical Technologist*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Most employers (67%) require and some (33%) prefer prior experience in the occupations. Few (17%) accept other occupational experience. Firms requiring experience report a range of 6 to 12 months. Many (50%) accept training in lieu of experience. Four employers reported seeking computer software skills. In addition to English, some responding employers also prefer fluency in Spanish.

The Occupational Information Network (O*Net) of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation:

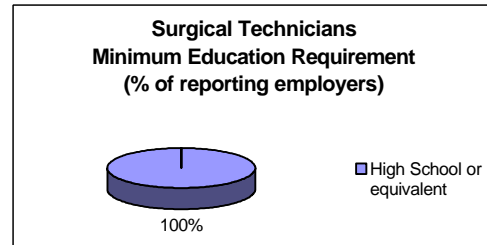
Abilities - Oral Comprehension; Arm-Hand Steadiness; Information Ordering.

Skills - Information Organization; Coordination; Active Listening; Reading Comprehension; Mathematics; Information Gathering; Active Learning; Science.

Knowledges - Medicine and Dentistry; Biology.

Local employers rate the following **qualifications** as **Most Important**:

Abilities - work effectively in a team work environment; stand continuously for 2 or more hours; work effectively under periods of high pressure; perform strenuous, physically demanding work.



Skills - listening; English grammar and spelling; legible handwriting; reading and comprehension; verbal communication and speaking.

Other - willingness to work overtime; willingness to work nights and/or weekends; willingness to work part-time.

Rated **Very Important** are:

Abilities - trained in CPR and first aid techniques; effectively delegate work and supervise staff; work well independently; perform routine, repetitive work.

Skills - basic math; advanced math.

Other - willingness to work on-call; possess own vehicle and insurance; pass a pre-employment medical exam; possess excellent hearing; possess excellent vision; pass a drug screening exam.

New Skills: Employers surveyed report an increasing need for training in neuro procedures and knowledge of aseptic techniques.

Training: All employers require prior vocational training. Training is available through local teaching hospitals.

SIZE OF OCCUPATION

Small (40-70)

EMPLOYMENT TRENDS

Much faster than average growth (75.0%)

Many employers surveyed (50%) report that occupational employment remained stable during the last year; some (33%) report growth, and few (17%) report decline. Most (67%) predict that employment will remain stable over the next two years and some (33%) predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is moderately difficult to find experienced workers who meet their requirements and very difficult to find inexperienced workers.

SURGICAL TECHNICIANS

OES Code 329280 (6 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 1999)

Union

New Hires, Experienced:	\$13.32 to \$17.63/hr	Median: \$15.48/hr
Experienced, 3 Yrs w/Firm:	\$16.50 to \$17.63/hr	Median: \$17.07/hr

Nonunion

New Hires, No Experience:	\$9.00 to \$13.00/hr	Median: \$11.00/hr
New Hires, Experienced:	\$9.50 to \$18.29/hr	Median: \$13.50/hr
Experienced, 3 Yrs w/Firm:	\$11.09 to \$19.18/hr	Median: \$15.50/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	67		33	17				
Dental Insurance	67		17	17			17	
Vision Insurance	67		17	17			17	
Life Insurance	83	17			17			
Sick Leave	100	17						
Vacation	100	17						
Retirement Plan	67		17	17			17	
Child Care			17	17			83	
Other							100	17

WHERE THE JOBS ARE

Major employing industries include general hospitals, surgery centers, offices of surgeons.

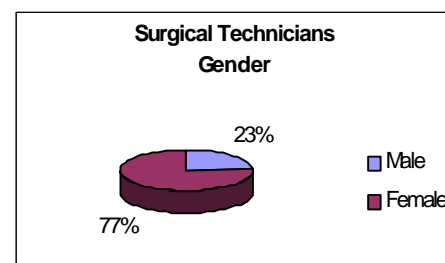
OTHER INFORMATION

Hours: Almost all (93%) work full-time, averaging 40 hours/week. Few (7%) are temporary/on call, averaging 38 hours/week. All work day shifts. Almost all (80%) also work nights or on call. Few (12%) work swing shifts.

Vacancies/Promotion: Some vacancies in the last 12 months (33%) resulted from employees leaving; some (22%) from promotions, some (22%) from creation of new positions, and some (22%) were temporary hires. Most firms (67%) do not promote; some do promote to higher levels.

Recruitment: The most successful methods for recruitment reported by employers are newspaper advertisements (83%), walk-in applicants (50%), in-house promotion or transfer (33%), employee referrals (33%), and school and program referrals (33%).

Unionization: Most workers (75%) are union members.



RELATED D.O.T. OCCUPATIONAL TITLES

The Dictionary of Occupational Titles (D.O.T.) code for this occupation is 079.374-022 Surgical Technician.

**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #462**

TELEPHONE AND CABLE T.V. LINE INSTALLERS AND REPAIRERS

OES Code 857020 (6 Firms Reporting)

DEFINITION

Telephone and Cable TV Line Installers and Repairers install and repair telephone and telegraph lines, television distribution cables, poles, and related equipment such as supports, insulation, and guy-wire systems. Other duties include locating and repairing defects in existing systems, and placing, rearranging, and removing underground or aerial cables.

Alternate titles reported by employers include *Serv-ices Technician, Installer, Telecommunications Technician*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Experience and Qualifications Many employers (50%) require and many (50%) prefer prior experience in the occupation. Most (67%) accept experience in other occupations. Firms requiring experience report a range of 3 to 12 months. All firms surveyed accept training in lieu of experience. Two employers reported seeking computer software skills. In addition to English, some responding employers also prefer fluency in Spanish.

The Occupational Information Network (O*Net) of 1998 lists the following Abilities, Skills, and Knowledges as important Worker Requirements for this occupation:

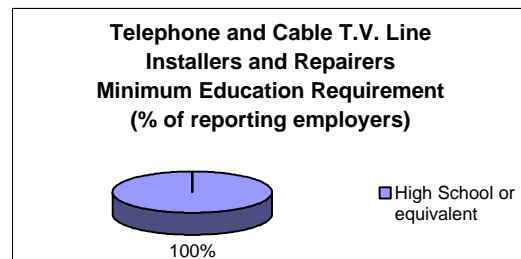
Abilities - Manual Dexterity; Oral Comprehension; Control Precision; Deductive Reasoning; Oral Expression.

Skills - Installation; Repairing; Troubleshooting; Equipment Maintenance; Problem Identification; Testing; Equipment Selection; Mathematics; Active Listening.

Knowledges - Telecommunications.

Local employers rate the following **qualifications** as **Most Important**:

Abilities - work well independently; work effectively in a team work environment; perform strenuous, physically demanding work; perform routine, repetitive work; stand continuously for 2 or more hours.



Skills - verbal communication and speaking skills; listening; legible handwriting; reading and comprehension.

Other - possess a good DMV driving record; pass a drug screening exam; willingness to work overtime; willingness to work nights and/or weekends; willingness to work part-time.

Rated **Very Important** are:

Abilities - work effectively under periods of high pressure.

Skills - basic math; English grammar and spelling.

Other - pass a pre-employment medical exam; possess excellent hearing; possess excellent vision.

New Skills: Employers surveyed indicate an increasing need for computer knowledge.

Training: Some firms (33%) require prior vocational training.

SIZE OF OCCUPATION

Medium (170-180)

EMPLOYMENT TRENDS

Slower than average growth (5.9%)

All employers report growth in occupational employment during the last year. All predict growth over the next two years.

SUPPLY/DEMAND ASSESSMENT

Employers report that it is very difficult to find experienced workers who meet their requirements and moderate difficulty in finding inexperienced workers.

TELEPHONE AND CABLE T.V. LINE INSTALLERS AND REPAIRERS

OES Code 857020 (6 Firms Reporting)

WAGES AND FRINGE BENEFITS (Summer 1999)

New Hires, No Experience:	\$7.50 to \$13.50/hr	Median: \$10.00/hr
New Hires, Experienced:	\$9.21 to \$18.75/hr	Median: \$14.38/hr
Experienced, 3 Yrs w/Firm:	\$14.50 to \$22.71/hr	Median: \$21.25/hr

Benefits % responding employers	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	67		33					
Dental Insurance	67		17		17			
Vision Insurance	33		17		17		33	
Life Insurance	50		17		17		17	
Sick Leave	83						17	
Vacation	100							
Retirement Plan	50		17				33	
Child Care					17		83	
Other*	33		17				50	

*Adoption assistance, telephone concessions, vehicles, equipment, mileage reimbursement

WHERE THE JOBS ARE

Major employing industries include telecommunications firms, cable television firms, and local government.

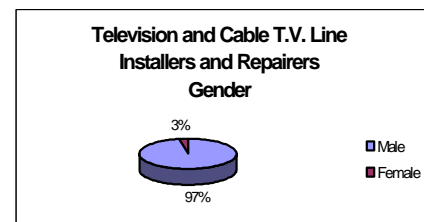
Unionization: Many workers are nonunion (56%); many (44%) are union.

OTHER INFORMATION

Hours: All work full-time, averaging 41 hours/week. All work day shifts and most (67%) also work other shifts.

Vacancies/Promotion: Most vacancies (60%) occurred in the last 12 months through the creation of new positions. Some (26%) resulted from employees leaving and few (14%) from promotions. All firms promote to positions that include supervisor, crew chief, and foreperson.

Recruitment: The most successful methods for recruitment reported by employers are employee referrals (83%), newspaper advertisements (83%), in-house promotion or transfer (33%), and the Employment Development Department (33%).



RELATED D.O.T. OCCUPATIONAL TITLES

821.281-010 Cable Television Installer;

821.281-014 Line Installer, Repairer.

AGRICULTURAL SALES WORKERS

DEFINITION

Agricultural Sales Workers perform retail and/or wholesale sales in farm-related businesses such as chemical, seed, and equipment sales companies and horticultural and agricultural service businesses. Workers should be able to acquire product knowledge, be able to inform customers of product attributes, and make recommendations to customers on a limited basis. May also receive money, prepare invoices and/or bills, and operate weighing equipment. **(Non-OES Code 490080999)**

Alternate titles reported by employers include *Account Executive*, *Salesperson*, *Sales Representative*, *Outside Sales Representative*, *Salesperson - Fresh Produce*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Many recent hires (53%) have a Bachelor's degree and 41% have some college but no degree (Coll.).

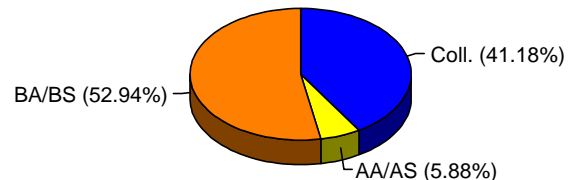
Experience and Qualifications: Most employers surveyed usually or always require related work experience. Firms requiring experience report a range of 6-36 months. Almost all at least sometimes accept training in lieu of experience. Of those firms reporting a need for computer software skills, most seek proficiency in spreadsheet, word processing, and database applications. All responding employers prefer fluency in English; some also prefer fluency in Spanish.

Responding employers rate the following job entry **qualifications** as **MOST IMPORTANT**:

Technical - Abilities: apply marketing techniques, apply sales techniques; learn customers' needs, understand the company's products or services, demonstrate knowledge of specific products, demonstrate agricultural equipment; **Skills:** business math, verbal presentation, telephone sales, record keeping; Knowledge of agricultural products; Possession of a valid driver's license.

Education of Recent Hires

Agricultural Sales Workers



Personal or Other - Abilities: maintain good customer relations, maintain good business relationships, deal tactfully with customers, work independently, work under pressure.

Basic - Ability to write legibly; Oral communication skills.

Rated as **VERY IMPORTANT**: **Abilities:** prepare and arrange sales contracts, motivate others, use own telephone; Report writing skills; Proven sales record; Possession of a reliable vehicle.

New Skills: Many employers surveyed indicate an increasing need for computer skills.

Training: Few firms require from 6 to 12 months of prior training for this occupation.

SIZE OF OCCUPATION

Data are not available.

EMPLOYMENT TRENDS

Data are not available.

Most employers surveyed report that occupational employment remained stable during the last year and some report growth. Many (53%) predict that employment will remain stable over the next three years, but 47% predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced workers who meet their requirements a little difficult and finding inexperienced workers somewhat difficult.

AGRICULTURAL SALES WORKERS

WAGES AND FRINGE BENEFITS (Summer 1998)

Commissions are included; however, commissions offered vary widely.

New Hires, No Experience: \$5.75 to \$22.50/hr Median: \$13.63/hr

New Hires, Experienced: \$6.00 to \$23.97/hr Median: \$14.92/hr

Experienced, 3 Yrs w/Firm: \$7.50 to \$38.36/hr Median: \$20.00/hr

Of the firms surveyed that offer fringe benefits (87%), almost all provide medical insurance and paid vacations to full-time workers. Most provide dental insurance, life insurance, and paid sick leave. Many provide retirement plans and some provide vision insurance.

MAJOR EMPLOYING INDUSTRIES

Major employing industries include: agricultural supply firms; commercial greenhouses and nurseries; farm equipment dealers; feed dealers; fertilizer firms; forklift and industrial truck dealers; fresh vegetable growers, packers, and shippers; irrigation equipment dealers.

OTHER INFORMATION

Hours: Most work full-time, averaging 43 hours/week. Few work part-time, averaging 20 hours/week.

Vacancies/Promotion: Many vacancies occur through employees leaving; some result from promotions or creation of new positions. Almost all firms promote to management positions. Some do not promote.

Recruitment: Most responding firms recruit through newspaper advertisements, and/or in-house promotion or transfer. Many recruit through employees' referrals, public school or program referrals, private employment agencies, and/or hire unsolicited applicants. Some recruit through the Employment Development Dept., and/or private school referrals. Few recruit through word of mouth.

Unionization: This occupation is not unionized.

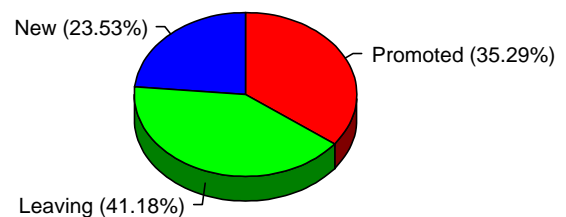
Gender: Almost all employees in this occupation are men.

RELATED D.O.T. OCCUPATIONAL TITLES:

Sales Representative, 260.257-010 Livestock, 260.357-014 Food Products (wholesale trade), 272.357-010 Animal-Feed Products, 272.357-014 Farm and Garden Equipment, 274.357-050 Material Handling Equipment; **Salesperson**, 260.357-026 Flowers; 272.357-022 Horticultural and Nursery Products; 013.151-010 **Sales Engineer**; 260.357-010 **Commission Agent, Agricultural Produce**.

Source of Filled Vacancies

Agricultural Sales Workers



For Additional Information: CALIFORNIA OCCUPATIONAL GUIDE #285 (related)

BIOLOGICAL, AGRICULTURAL, AND FOOD TECHNICIANS AND TECHNOLOGISTS - EXCEPT HEALTH

DEFINITION

Biological, Agricultural, and Food Technicians and Technologists assist scientists in laboratory and production activities by performing tasks necessary to experiment, test, and develop new and improved methods in production, preservation, and processing of plant and animal life. They develop improved methods of processing and preserving for artificial insemination, and test blood of poultry to ascertain presence of disease. This group includes Agricultural Technicians who treat ornamental and shade trees to improve their health and appearance. (OES 245020)

Alternate titles reported by employers include *Lab Technician, R & D Technician, Lab Assistant, Food Technologist, Assistant Enologist, Assistant Winemaker, Formulation Technician*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Most recent hires are high school graduates or equivalent; few have a Bachelor's Degree and few have some college but no degree (Coll.).

Experience and Qualifications: Most employers surveyed always or usually require related work experience. Firms requiring experience report a range of 3 to 60 months. Most at least sometimes accept training in lieu of experience. All firms reporting a need for computer software skills seek proficiency in word processing. Almost all seek spreadsheet skills; most seek database skills. All responding employers prefer fluency in English.

Responding employers rate the following job entry **qualifications** as **MOST IMPORTANT**:

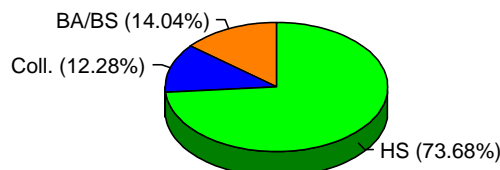
Technical - Abilities: follow laboratory procedures, perform routine laboratory tasks, measure and calculate using metrics; Report writing skills.

Personal or Other - Abilities: pay attention to detail, work independently.

Basic - Ability to read and follow written and oral instructions.

Education of Recent Hires

Biological/Ag/Food Technicians



Rated as **VERY IMPORTANT**: **Abilities:** use reference materials (e.g. hand books), operate precision laboratory equipment, collect and analyze complex data; operate precision measuring instruments; operate microscopes; apply collection and sampling techniques; Research skills; **Understand:** scientific terms, collection and sampling techniques; **Knowledge of** chemical compounds, biological sciences, microbiology, chemistry lab technology; Completion of courses in biological sciences. **New Skills:** Some employers surveyed indicate an increasing need for computer skills.

Training: Most firms require from 2 to 84 months of specialized or college level training.

SIZE OF OCCUPATION

Small (40-40)

EMPLOYMENT TRENDS

Remain stable.

Most employers surveyed report occupational growth during the last year and many report that employment remained stable. Many predict that employment will grow over the next three years and many predict that it will remain stable.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced workers who meet their requirements somewhat difficult and finding inexperienced workers a little difficult.

BIOLOGICAL, AGRICULTURAL, AND FOOD TECHNICIANS AND TECHNOLOGISTS - EXCEPT HEALTH

WAGES AND FRINGE BENEFITS (Summer 1998)

New Hires, No Experience: \$6.00 to \$12.79/hr Median: \$8.82/hr

New Hires, Experienced: \$6.00 to \$16.78/hr Median: \$13.00/hr

Experienced, 3 Yrs w/Firm: \$6.00 to \$31.65/hr Median: \$15.00/hr

Of the firms surveyed which offer fringe benefits (87%), all provide medical insurance and paid vacations to full-time workers. Almost all provide paid sick leave and dental insurance. Most provide life insurance and retirement plans. Few provide vision insurance.

(53%) and many are women (47%).

MAJOR EMPLOYING INDUSTRIES

Major employing industries include: agricultural research firms; food processing firms; fresh fruit and vegetable packers and shippers; seed companies; vineyards and wineries; federal government

OTHER INFORMATION

Hours: Most work full-time, averaging 44 hours/week. There are few temporary/on call opportunities averaging 40 hours/week and few part-time opportunities averaging 30 hours/week.

Vacancies/Promotion: Most vacancies are filled as temporary hires. Some result from creation of new positions; few occur through employees leaving and promotions. Most firms promote to senior or management levels. Some firms do not promote.

Recruitment: Most responding firms recruit through newspaper advertisements. Many recruit through in-house promotion or transfer and/or public school or program referrals. Some recruit through employees' referrals, hire unsolicited applicants, and/or recruit through private employment agencies. Few recruit through private school referrals, the Employment Development Dept., and/or college campuses.

Unionization: This occupation is not unionized.

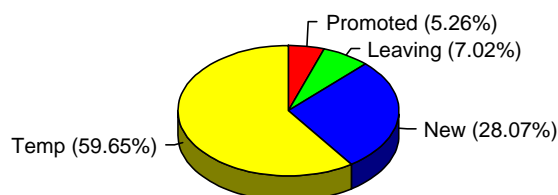
Gender: Many employees in this occupation are men

RELATED D.O.T. OCCUPATIONAL TITLES:

040.061-010 Dairy Technologist;
040.361-010 Laboratory Technician, Artificial Breeding;
040.361-014 Seed Analyst;
049.364-010 Feed-Research Aide;
049.364-018 Biological Aide;
408.181-010 Tree Surgeon;
411.364-010 Blood Tester, Fowl;
411.384-010 Poultry Inseminator;
418.384-010 Artificial Inseminator;
418.384-014 Artificial-Breeding Technician.

Source of Filled Vacancies

Biological/Ag/Food Technicians



**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #201**

FARM EQUIPMENT MECHANICS

DEFINITION

Farm Equipment Mechanics maintain, repair, and overhaul farm machinery and vehicles, such as tractors, harvesters, and irrigation systems. They may repair dairy equipment. Bus and Truck Mechanics and Diesel Engine Specialists are not included. **(OES 853210)**

Alternate titles reported by employers include *Service Technician, Shop Technician, Agriculture Mechanic, Service Mechanic, Mechanic*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Almost all recent hires are high school graduates or equivalent; few have less than a high school diploma (<HS).

Experience and Qualifications: Most employers surveyed usually or always require related work experience. Firms requiring experience report a range of 6-36 months. Almost all at least sometimes accept training in lieu of experience. Computer software skills are not currently sought. All responding employers prefer fluency in English; many also prefer fluency in Spanish.

Responding employers rate the following job entry **qualifications** as **MOST IMPORTANT**:

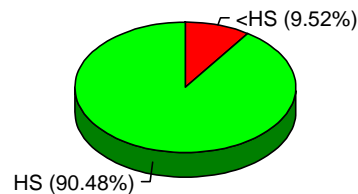
Technical - Abilities: use service manuals, conduct a complete engine overhaul, maintain and repair fuel systems; **Skills:** hydraulic systems troubleshooting, engine diagnostic, problem solving.

Physical - Abilities: tolerate noise, dust, and fumes; work outdoors in all weather conditions.

Personal or Other - Abilities: follow safe work practices, provide own hand tools, work independently; **Possess:** mechanical aptitude, a reliable vehicle; Willingness to work nights, weekends, and holidays.

Education of Recent Hires

Farm Equipment Mechanics



Rated as **VERY IMPORTANT**: **Abilities:** tune up engines, service manual transmissions, repair pneumatic systems, maintain shop and service records, keep maintenance and repair logs, repair irrigation equipment, service automatic transmissions, repair carburetors, use hand tools, lift at least 100 lbs. repeatedly; Knowledge of basic auto mechanics.

New Skills: Most employers surveyed indicate an increasing need for computer skills; some indicate a need for skills in electronics and few indicate a need for skills in hydraulics.

Training: Few firms require from 12 to 24 months of prior training. Training is available locally at Mission Trails Regional Occupational Program.

SIZE OF OCCUPATION

Small (45-53)

EMPLOYMENT TRENDS

Faster than average growth (17.8%)

Many employers (53%) surveyed report that occupational employment remained stable during the last year, but 47% report growth. Many (53%) predict occupational growth over the next three years and 40% predict that employment will remain stable.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced and inexperienced workers who meet their requirements somewhat difficult.

FARM EQUIPMENT MECHANICS

WAGES AND FRINGE BENEFITS (Summer 1998)

New Hires, No Experience: \$6.48 to \$12.00/hr Median: \$8.75/hr

New Hires, Experienced: \$9.00 to \$16.00/hr Median: \$12.00/hr

Experienced, 3 Yrs w/Firm: \$10.00 to \$23.97/hr Median: \$15.00/hr

All firms surveyed provide medical insurance to full-time workers. Almost all provide dental insurance and paid vacations. Most provide paid sick leave, vision insurance, life insurance, and retirement plans.

MAJOR EMPLOYING INDUSTRIES

Major employing industries include: farms and ranches; farm equipment dealers; forklift and industrial truck dealers; farm supply firms.

OTHER INFORMATION

Hours: Almost all work full-time, averaging 49 hours/week. Few work part-time, averaging 5 hours/week.

Vacancies/Promotion: Most vacancies result from creation of new positions; some occur through employees leaving; few result from promotions. Almost all firms promote to foreperson, supervisory, or management levels. Some firms do not promote.

Recruitment: Almost all responding firms recruit through employees' referrals. Most recruit through in-house promotion or transfer and/or hire unsolicited applicants. Many recruit through newspaper advertisements, and/or public school or program referrals. Some recruit through private school referrals and/or the Employment Development Dept. Few recruit through other methods.

Unionization: This occupation is not unionized.

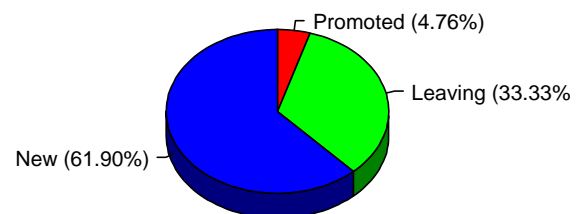
Gender: All employees in this occupation included in the survey are men.

RELATED D.O.T. OCCUPATIONAL TITLES:

624.281-010 Farm-Equipment Mechanic I; 624.281-014 Farm-Equipment Mechanic Apprentice; 624.361-014 Sprinkler-Irrigation-Equipment Mechanic; 624.381-010 Assembly Repairer; 624.381-014 Farm-Equipment Mechanic II; 624.684-010 Greaser; 629.281-018 Dairy-Equipment Repairer.

Source of Filled Vacancies

Farm Equipment Mechanics



For Additional Information: CALIFORNIA OCCUPATIONAL GUIDE #302

FARM EQUIPMENT OPERATORS

DEFINITION

Farm Equipment Operators drive and control farm equipment to till soil and to plant, cultivate, and harvest crops. **(OES 790210)**

Alternate titles reported by employers include *Tractor Driver*, *Field Tractor Driver*, *Machine Operator*, *Transplanter*, *Forklift Driver*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Almost all recent hires have less than a high school diploma (<HS); few are high school graduates or equivalent.

Experience and Qualifications: Most employers surveyed usually or always require related work experience. Firms requiring experience report a range of 6-24 months. Most at least sometimes accept training in lieu of experience. Computer software skills are not currently sought. Almost all responding employers prefer fluency in both English and Spanish.

Responding employers rate the following job entry **qualifications** as **VERY IMPORTANT**:

Technical - Abilities: follow safe equipment operating practices, operate tractors, operate pesticide equipment, drive a tractor or farm truck to move products, use operating manuals, operate diesel equipment, operate a fork lift, operate hydraulic equipment, maintain equipment, operate harvesters.

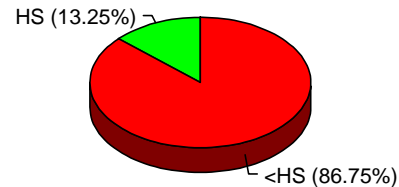
Physical - Abilities: work outdoors in all weather conditions; tolerate noise, dust, and fumes.

Personal or Other - Ability to work independently.

Basic - Ability to read and follow written and oral instructions.

Education of Recent Hires

Farm Equipment Operators



New Skills: Few employers surveyed indicate an increasing need for computer skills.

Training: Prior training is not required; however, training is available locally at Mission Trails Regional Occupational Program.

SIZE OF OCCUPATION

Data are not available.

EMPLOYMENT TRENDS

Data are not available.

Most employers surveyed report that occupational employment remained stable during the last year, but many report growth. Many (53%) predict growth over the next three years, but 47% predict that employment will remain stable.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced and inexperienced workers who meet their requirements a little difficult.

FARM EQUIPMENT OPERATORS

WAGES AND FRINGE BENEFITS (Summer 1998)

New Hires, No Experience: \$5.75 to \$8.18/hr Median: \$6.25/hr

New Hires, Experienced: \$5.75 to \$10.50/hr Median: \$7.25/hr

Experienced, 3 Yrs w/Firm: \$6.25 to \$12.00/hr Median: \$8.65/hr

Full-time: Of the firms surveyed which offer fringe benefits (67%), almost all provide medical insurance and dental insurance to full-time workers. Most provide life insurance. Many provide vision insurance, paid vacations. Some provide paid sick leave, and retirement plans. Few provide child care. **Part-time:** Some firms provide medical insurance to part-time workers. Few provide dental, vision, and life insurance.

MAJOR EMPLOYING INDUSTRIES

Major employing industries include: agricultural harvesting firms; farms and ranches; farm labor supply firms; fresh vegetable growers, packers, and shippers.

RELATED D.O.T. OCCUPATIONAL TITLES:

409.683-010 Farm-Machine Operator;
409.683-014 Field Hauler;
409.685-010 Farm-Machine Tender.

OTHER INFORMATION

Hours: Many are seasonal workers averaging 51 hours/week. There are some permanent full-time opportunities averaging 51 hours/week and some temporary/on call opportunities averaging 40 hours/week.

Vacancies/Promotion: Most vacancies are filled as temporary hires. Some result from creation of new positions; few occur through employees leaving and promotions. Most firms promote to foreperson and supervisory levels. Some firms do not promote.

Recruitment: Most responding firms recruit through employees' referrals and/or in-house promotion or transfer. Many recruit through the Employment Development Dept. and/or hire unsolicited applicants. Some recruit through newspaper advertisements and few recruit through private employment agencies.

Unionization: Some employees in this occupation are union members.

Gender: All employees included in the survey are men.

Source of Filled Vacancies

Farm Equipment Operators



**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #225**

FARMWORKERS, FOOD AND FIBER CROPS

DEFINITION

Farmworkers, Food and Fiber Crops manually plant, cultivate, and harvest food and fiber products such as grains, vegetables, fruits, nuts, and field crops (e.g., cotton, mint, hops, and tobacco). Use hand tools such as shovels, trowels, hoes, tampers, pruning hooks, shears, and knives. Duties may include tilling soil and applying fertilizers; transplanting, weeding, thinning, or pruning crops; applying fungicides, herbicides, or pesticides; and packing and loading harvested products. May construct trellises, repair fences and farm buildings, or participate in irrigation activities. Include workers involved in expediting pollination and those who cut seed tuber crops into sections for planting. **(OES 798560)**

Alternate titles reported by employers include *Cutter, Loader, Laborer, General Farm Laborer, Irrigator, Harvester, Closer, General Worker*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Almost all recent hires have less than a high school diploma (<HS); few are high school graduates or equivalent.

Experience and Qualifications: Many employers surveyed sometimes require related work experience. Firms requiring experience report a range of 3-24 months. Many always accept training in lieu of experience. Computer software skills are not currently sought. Most responding employers prefer fluency in English and in Spanish.

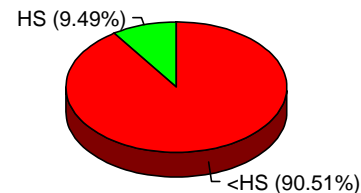
Responding employers rate the following job entry **qualifications** as **VERY IMPORTANT**:

Technical - Abilities: manually harvest vegetable and field crops, pick crops during harvest season, stack or pack crop in container or vehicle, examine tree and vine leaves for damage or disease; Knowledge of hazardous materials; Trained in safe work practices, e.g., disposal of chemical waste.

Physical - Abilities: tolerate temperature extremes; perform strenuous, physically demanding work; work rapidly; Good physical condition.

Education of Recent Hires

Farmworkers, Food and Fiber Crops



Personal or Other - Ability to follow safe work practices.

Basic - Ability to read and follow written and oral instructions; oral communication skills.

Training: Prior training is not required.

SIZE OF OCCUPATION

Data are not available.

EMPLOYMENT TRENDS

Data are not available.

Most employers surveyed report that occupational employment remained stable during the last year and some report growth. Many (50%) predict that employment will remain stable over the next three years and 44% predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced and inexperienced workers who meet their requirements a little difficult.

FARMWORKERS, FOOD AND FIBER CROPS

WAGES AND FRINGE BENEFITS (Summer 1998)

New Hires, No Experience: \$5.75 to \$12.50/hr Median: \$6.00/hr

New Hires, Experienced: \$5.75 to \$12.50/hr Median: \$6.18/hr

Experienced, 3 Yrs w/Firm: \$6.00 to \$14.00/hr Median: \$7.00/hr

Of the firms surveyed which offer fringe benefits (56%), all provide medical insurance to full-time workers. Most provide dental insurance, life insurance, and vision insurance. Many provide retirement plans. Some provide paid vacations. Few provide paid sick leave.

MAJOR EMPLOYING INDUSTRIES

Major employing industries include: agricultural harvesting firms; farms and ranches; farm labor supply firms; fresh vegetable growers, packers, and shippers.

OTHER INFORMATION

Hours: Almost all are seasonal workers averaging 44 hours/week. Few work full-time, averaging 46 hours/week.

Vacancies/Promotion: Almost all vacancies are filled as temporary hires. Few result from creation of new positions and employees leaving. Almost all firms promote to foreperson and supervisory levels. Some do not promote.

Recruitment: Almost all responding firms recruit through employees' referrals. Many hire unsolicited applicants and/or recruit through in-house promotion or transfer. Some recruit through the Employment Development Dept. and/or newspaper advertisements. Few recruit through public school or program referrals and/or other methods.

Unionization: Some employees in this occupation are union members.

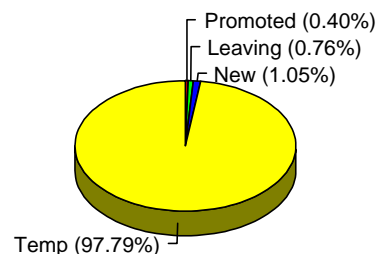
Gender: Most employees in this occupation are men; some are women.

RELATED D.O.T. OCCUPATIONAL TITLES:

401.683-010 Farmworker, Grain I;
402.663-010 Farmworker, Vegetable I;
403.683-010 Farmworker, Fruit I.

Source of Filled Vacancies

Farmworkers - Food and Fiber Crops



**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #225**

FIRST LINE SUPERVISORS - AGRICULTURAL, FORESTRY, FISHING AND RELATED OCCUPATIONS

DEFINITION

First Line Supervisors, Agricultural, Forestry, Fishing, and Related Occupations, directly supervise and coordinate the activities of agricultural, forestry, fishing and related workers. They may supervise helpers assigned to these workers. Manager/Supervisors are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. In addition, Manager/Supervisors may also engage, in part, in the same agricultural work as the workers they supervise. However, work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision are not included, and are reported in the occupations which are most closely related to their specific work duties. **(OES 720020)**

Alternate titles reported by employers include *Foreperson, Ranch Foreperson, Ranch Supervisor, Row Boss, Field Supervisor, Crew Leader*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Most recent hires have less than a high school diploma (<HS); few have an Associate degree, some have college but no degree (Coll.), or are high school graduates or equivalent.

Experience and Qualifications: Almost all firms surveyed always or usually require related work experience. Firms requiring experience report a range of 6-48 months. Most at least sometimes accept training in lieu of experience. All firms reporting a need for computer software skills seek proficiency in word processing and spreadsheet applications. All responding employers prefer fluency in English and almost all in Spanish also.

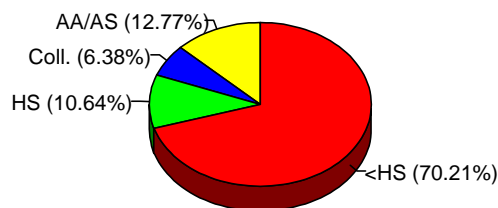
Responding employers rate the following job entry **qualifications** as **MOST IMPORTANT**:

Technical - Abilities: implement safe work practices, give oral instructions; **Skills:** Problem solving, interviewing; **Knowledge of** OSHA safety standards, emergency procedures, hazardous materials, technical aspects of subordinates' duties, employer services, soil conditions; Possession of a valid drivers' license.

Physical - Ability to work outdoors in all weather conditions.

Education of Recent Hires

First Line Supervisors - Agricultural



Personal or Other - Abilities: motivate others, work independently, work under pressure, deal effectively with difficult individuals, interact well with others, follow safe work practices, manage a multicultural workforce; Possession of a good DMV driving record; Willingness to assume responsibility. Rated as **VERY IMPORTANT**: Ability to explain and follow grievance procedures; conduct performance appraisals.

Skills: supervisory, personnel interviewing; Willingness to work nights, weekends, and holidays.

New Skills: Of those firms indicating new skills (47%), some indicate an increasing need for bilingual skills and some indicate an increasing need for computer skills.

Training: Some firms require prior training or certification for this occupation. Training is available locally at Mission Trails Regional Occupational Program.

SIZE OF OCCUPATION

Data are not available.

EMPLOYMENT TRENDS

Data are not available.

Most employers surveyed report that occupational employment remained stable during the last year and a few report growth. Many (59%) predict growth over the next three years, but 41% predict that employment will remain stable.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced and inexperienced workers who meet their requirements a little difficult.

FIRST LINE SUPERVISORS - AGRICULTURAL, FORESTRY, FISHING AND RELATED OCCUPATIONS

WAGES AND FRINGE BENEFITS (Summer 1998)

New Hires, No Experience: \$8.50 to \$12.50/hr Median: \$9.59/hr

New Hires, Experienced: \$8.50 to \$15.00/hr Median: \$11.19/hr

Experienced, 3 Yrs w/Firm: \$8.50 to \$20.00/hr Median: \$15.00/hr

Of the firms surveyed which offer fringe benefits (82%), all provide medical insurance and dental insurance to full-time workers. Almost all provide paid vacations. Most provide vision insurance, life insurance, paid sick leave. Many provide retirement plans.

MAJOR EMPLOYING INDUSTRIES

Major employing industries include: agricultural harvesting firms; farms and ranches; farm labor supply firms; fresh vegetable growers, packers, and shippers; lawn and garden services; federal government.

OTHER INFORMATION

Hours: Almost all are permanent full-time averaging 56 hours/week. There are few seasonal opportunities averaging 56 hours/week.

Vacancies/Promotion: Many vacancies are filled as temporary hires. Some result from employees leaving; few occur through promotions or creation of new positions. Many firms do not promote from this occupation, but many firms promote to higher levels of management.

Recruitment: Almost all responding firms recruit through in-house promotion or transfer. Many recruit through employees' referrals. Some hire unsolicited applicants and/or recruit through the Employment Development Dept. Few recruit through newspaper advertisements, private employment agencies, public school or program referrals, and/or other methods.

Unionization: This occupation is not unionized.

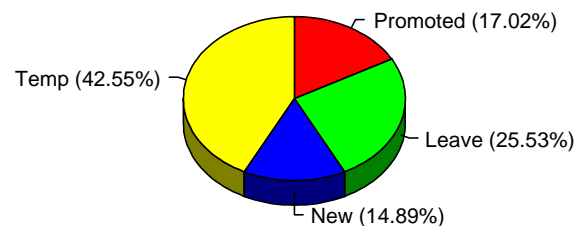
Gender: Almost all employees in this occupation are men; few are women.

RELATED D.O.T. OCCUPATIONAL TITLES:

Supervisor, 402.131-010 Vegetable Farming,
403.131-010 Tree-Fruit-and Nut Farming,
403.131-014 Vine Fruit Farming,
404.131-010 Field-Crop Farming,
404.131-014 Shed Workers,
405.131-010 Horticultural Specialty,
409.131-010 Picking Crew,
180.167-014 Seed Production;
409.137-010 **Head Irrigator**,
409.137-014 **Row Boss, Hoeing**.

Source of Filled Vacancies

First Line Supervisors - Agriculture



HAND PACKERS AND PACKAGERS

DEFINITION

Hand Packers and Packages pack or package by hand a wide variety of products and materials. Workers whose jobs require more than minimum training are not included. **(OES 989020)**

Alternate titles reported by employers include *Fish Packer, Helper/Mover, Line Worker, Line Production Worker, Packager/Picker, Packer/Boxer, Inserter, Laborer, Puller/Packer*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Many recent hires are high school graduates or equivalent, but many have less than a high school diploma (<HS).

Experience and Qualifications: Many firms sometimes require related work experience. Employers requiring experience report a need for 6 months' prior experience. Almost all at least sometimes accept training in lieu of experience. All firms reporting a need for computer software skills seek proficiency in word processing applications. Almost all responding employers prefer fluency in English; some prefer fluency in Spanish.

Responding employers rate the following job entry **qualifications** as **MOST IMPORTANT**:

Technical - Ability to stack or pack crop in container or vehicle; Knowledge of OSHA safety standards.

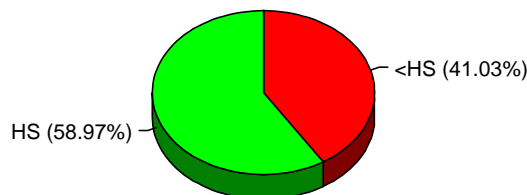
Physical - Abilities: use hands, arms, and fingers; work rapidly; Good physical condition.

Personal or Other - Abilities: learn from on-the-job training; perform routine, repetitive work.

Basic - Ability to read and follow written and oral instructions; Oral communication skills.

Education of Recent Hires

Hand Packers and Packagers



Rated as **VERY IMPORTANT**: **Abilities:** use hand tools, load and unload freight; apply inventory control methods; load and unload freight by hand; **Skills:** materials handling, labeling; Knowledge of specific production processes; Willingness to work overtime.

New Skills: Of those firms indicating new skills (24%), some indicate an increasing need for computer skills.

Training: Prior training is not required.

SIZE OF OCCUPATION

Large (550-640)

EMPLOYMENT TRENDS

Average growth (16.4%)

Most employers surveyed report that occupational employment remained stable during the last year, but some report that employment declined due to the lack of product availability. Many (53%) predict growth over the next three years, but 47% predict that employment will remain stable.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced and inexperienced workers who meet their requirements a little difficult.

HAND PACKERS AND PACKAGERS

WAGES AND FRINGE BENEFITS (Summer 1998)

New Hires, No Experience: \$5.75 to \$12.50/hr Median: \$6.50/hr

New Hires, Experienced: \$5.75 to \$12.50/hr Median: \$7.40/hr

Experienced, 3 Yrs w/Firm: \$6.25 to \$14.38/hr Median: \$8.00/hr

Full-time: Of the firms surveyed which offer fringe benefits (65%), almost all provide medical insurance and dental insurance to full-time workers. Most provide life insurance and paid vacations. Many provide retirement plans and paid sick leave. Some provide vision insurance. **Part-time:** Few firms provide medical insurance and child care to part-time workers.

MAJOR EMPLOYING INDUSTRIES

Major employing industries include: agricultural supply firms; farms and ranches; fish packing firms; food processing firms; fresh vegetable growers, packers, and shippers; moving and storage firms; publishing firms; temporary employment agencies.

Gender: Many employees in this occupation are men (52%) and many are women (48%).

OTHER INFORMATION

Hours: Many are seasonal workers averaging 41 hours/week. There are some permanent full-time opportunities, averaging 40 hours/week. There are few temporary/on call opportunities averaging 31 hours/week and few part-time opportunities averaging 18 hours/week.

Vacancies/Promotion: Most vacancies are filled as temporary hires. Some vacancies occur through employees leaving; few result from promotions. Almost all firms promote to lead, supervisory, or management positions. Few do not promote.

Recruitment: Most responding firms recruit through employees' referrals. Many hire unsolicited applicants, recruit through newspaper advertisements, and in-house promotion or transfer. Some recruit through the Employment Development Dept. Few recruit through public school or program referrals, private school referrals, union hall referrals, and/or other methods.

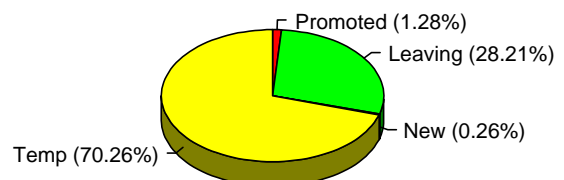
Unionization: Unionization is negligible (less than 10%).

RELATED D.O.T. OCCUPATIONAL TITLES:

920.587-018 Packager, Hand;
920.684-010 Crater;
920.687-014 Bagger;
920.687-026 Bander, Hand;
920.687-042 Bottling-Line Attendant;
920.687-086 Fish Packer;
920.687-134 Packer, Agricultural Produce; 922.684-010 Locker-Plant Attendant;
922.687-046 Icer.

Source of Filled Vacancies

Hand Packers and Packagers



COOKS - SPECIALTY FAST FOOD

DEFINITION

Specialty Fast Food Cooks prepare and cook food in a fast food restaurant with a limited menu. The menu and duties of the cooks are limited to one or two basic items, such as hamburgers, chicken, pizza, tacos, or fish and chips. The duties of the cook normally involve operating large volume single purpose cooking equipment. Typically, these cooks work in regional or national fast food chain restaurants. **(OES 650320)**

Alternate titles reported by employers include *Grill Position, Kitchen Crew, Steamer, Pizzamaker, Production, Crew Member*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Most recent hires have less than a high school diploma (<HS); some are high school graduates or equivalent.

Experience and Qualifications: Almost all employers surveyed never require related work experience and always accept training in lieu of experience. Computer software skills are not currently sought. All responding employers prefer fluency in English.

Responding employers rate the following job entry **qualifications** as **MOST IMPORTANT**:

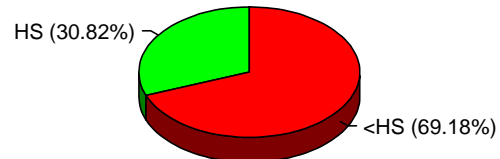
Physical - Abilities: stand continuously for 2 or more hours, work rapidly; Good health.

Personal or Other - Abilities: work as part of a team, learn from on-the-job training; Good grooming skills; High standards of personal cleanliness; Willingness to work, nights, weekends, and holidays.

Basic - Oral communication skills.

Education of Recent Hires

Cooks - Specialty Fast Food



Rated as **VERY IMPORTANT**: **Abilities:** prepare quick-meal convenience items, make change; tolerate heat and humidity, read and follow written and oral instructions; Food preparation skills.

New Skills: Of those firms indicating new skills (25%), all indicate an increasing need for computer skills.

Training: Prior training is not required; however, training is available locally at Mission Trails Regional Occupational Program.

SIZE OF OCCUPATION

Very Large (820-1,000)

EMPLOYMENT TRENDS

Faster than average growth (19.6%)

Most employers surveyed report that occupational employment remained stable during the last year and some report growth. Most employers predict growth over the next three years and some predict that employment will remain stable.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced and inexperienced workers who meet their requirements a little difficult.

COOKS - SPECIALTY FAST FOOD

WAGES AND FRINGE BENEFITS (Summer 1998)

New Hires, No Experience: \$5.75 to \$5.75/hr Median: \$5.75/hr

New Hires, Experienced: \$5.75 to \$6.00/hr Median: \$6.00/hr

Experienced, 3 Yrs w/Firm: \$5.75 to \$9.00/hr Median: \$7.00/hr

Full-time: Of the firms surveyed which offer fringe benefits (56%), almost all provide paid vacations. Many provide medical insurance, life insurance, and retirement plans. Some provide dental insurance and paid sick leave. **Part-time:** Many firms provide paid vacations and paid sick leave to part-time workers. Few provide medical, dental, and vision insurance.

MAJOR EMPLOYING INDUSTRIES

The major employing industry is eating places.

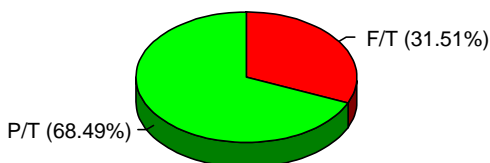
OTHER INFORMATION

Hours: Most work part-time, averaging 23 hours/week. Some work full-time, averaging 38 hours/week.

Vacancies/Promotion: Many vacancies occur through employees leaving. Some result from creation of new positions; few occur through promotions and few are temporary hires. Almost all firms promote to management positions.

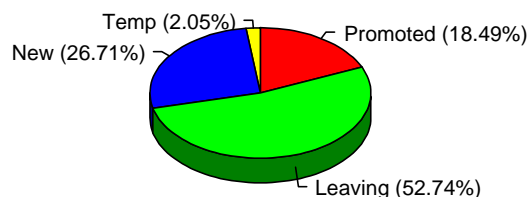
Employment Status

Cooks - Specialty Fast Food



Source of Filled Vacancies

Cooks - Specialty Fast Foods



Recruitment: Almost all responding firms recruit through employees' referrals and/or hire unsolicited applicants. Most recruit through newspaper advertisements, in-house promotion or transfer, public school or program referrals, and/or the Employment Development Dept. Some recruit through private school referrals and/or private employment agencies.

Unionization: This occupation is not unionized.

Gender: Many employees in this occupation are men (52%) and many are women (48%).

RELATED D.O.T. OCCUPATIONAL TITLES:

313.361-026 Cook, Specialty;
313.374-010 Cook, Fast Food;
313.381-014 Baker, Pizza.

**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #366**

COUNTER ATTENDANTS

DEFINITION

Lunchroom, Coffee Shop, or Cafeteria Counter Attendants serve food to diners at a counter or from a steam table. Counter Attendants who also wait tables are not included. **(OES 650170)**

Alternate titles reported by employers include *Counter Person, Front Counter & Drive-Thru Person, Crew Member, Guest Service, Service Representative, Deliperson, Food Service Worker, Customer Service Assistant, Sandwich Maker.*

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Almost all recent hires are high school graduates or equivalent; few have less than a high school diploma (<HS).

Experience and Qualifications: Most employers surveyed never require related work experience. Employers requiring experience report a range of 3-6 months. All firms at least sometimes accept training in lieu of experience. Computer skills are not currently sought. Almost all responding employers prefer fluency in English; some prefer fluency in Spanish.

Responding employers rate the following job entry **qualifications** as **MOST IMPORTANT**:

Technical - Ability to make change.

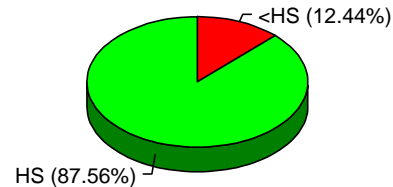
Physical - Abilities: stand continuously for 2 or more hours, use hands, arms, and fingers.

Personal or Other - Abilities: convey a courteous, diplomatic manner on the telephone; work independently; **Skills:** good grooming; customer service, public contact; High standards of personal cleanliness.

Basic - Abilities: read and follow written and oral instructions, write legibly; Oral communication skills.

Education of Recent Hires

Counter Attendants



Rated as **VERY IMPORTANT**: Ability to operate a cash register; Sandwich making skills; Basic math skills; Certified as a food handler; **Willingness to work** nights, weekends, and holidays; a split shift.

Training: Prior training is not required; however, training is available locally at Mission Trails Regional Occupational Program.

SIZE OF OCCUPATION

Very Large (1,080-1,130)

EMPLOYMENT TRENDS

Slower than average growth (4.6%), but high turnover. Most employers surveyed report that occupational employment remained stable during the last year and some report growth. Many (55%) predict that employment will remain stable over the next three years, but 45% predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced and inexperienced workers who meet their requirements a little difficult.

COUNTER ATTENDANTS

WAGES AND FRINGE BENEFITS (Summer 1998)

Tips are not included.

New Hires, No Experience: \$5.75 to \$8.49/hr Median: \$5.75/hr

New Hires, Experienced: \$5.75 to \$9.83/hr Median: \$6.13/hr

Experienced, 3 Yrs w/Firm: \$6.00 to \$9.83/hr Median: \$8.00/hr

Full-time: Of the firms surveyed which provide fringe benefits (55%), almost all provide medical insurance to full-time workers. Most provide paid vacations, dental insurance, and vision insurance. Many provide life insurance, and retirement plans. Some provide paid sick leave. Few provide child care. **Part-time:** Few firms provide dental insurance, vision insurance, paid vacations, paid sick leave, and medical insurance to part-time workers.

Gender: Most employees in this occupation are women; some are men.

MAJOR EMPLOYING INDUSTRIES

The major employing industry is eating places.

OTHER INFORMATION

Hours: Most work part-time, averaging 20 hours/week. Many work full-time, averaging 39 hours/week.

Vacancies/Promotion: Most vacancies occur through employees leaving; few result from new positions, promotions, or temporary hires. This is a high turn-over occupation (over 64% annually). Almost all firms promote to lead, supervisory, or management positions. Few do not promote.

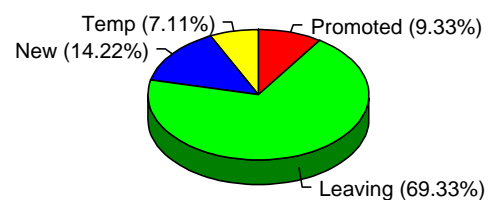
Recruitment: Most responding firms hire unsolicited applicants and/or recruit through employees' referrals. Many recruit through newspaper advertisements, and/or in-house promotion or transfer. Some recruit through public school or program referrals. Few recruit through the Employment Development Dept., private school referrals, and/or other methods.

Unionization: Some employees in this occupation are union members.

RELATED D.O.T. OCCUPATIONAL TITLES:

311.477-014 Counter Attendant, Lunchroom or Coffee Shop;
311.477-038 Waiter/Waitress, Take out;
311.674-010 Canteen Operator;
311.677-014 Counter Attendant, Cafeteria; 319.474-010 Fountain Server.

Source of Filled Vacancies
Counter Attendants



WAITERS AND WAITRESSES

DEFINITION

Waiters and Waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties may include setting tables with linen and silverware and taking payment from patrons. They may serve customers at counters as well as at tables. Workers who only work at counters are not included.

(OES 650080)

Alternate titles reported by employers include *Server, Waitperson, Food Server, Dining Room Server, Banquet Server.*

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Almost all recent hires are high school graduates or equivalent; few have some college but no degree (Coll.).

Experience and Qualifications: Most employers surveyed always or usually require related work experience. Employers requiring experience report a range of 3-24 months. All at least sometimes accept training in lieu of experience. Of those firms reporting a need for computer software skills, many seek proficiency with computerized registers, and some seek proficiency in word processing and database applications. Almost all responding employers prefer fluency in English.

Responding employers rate the following job entry **qualifications** as **MOST IMPORTANT:**

Technical - Abilities: make change, operate a cash register; Cash handling skills.

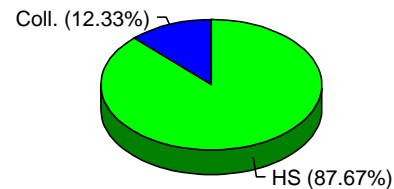
Physical - Ability to stand continuously for 2 or more hours; Physical stamina.

Personal or Other - Abilities: deal tactfully with customers, learn from on-the-job training, follow safe work practices, deal effectively with difficult individuals, provide own uniform; **Skills:** Customer service, listening, good grooming; High standards of personal cleanliness; Willingness to work, nights, weekends, and holidays; Flexibility; Understanding of a variety of cultures.

Basic - Ability to read and follow written and oral instructions; Oral communication skills.

Education of Recent Hires

Waiters and Waitresses



Rated as **VERY IMPORTANT: Abilities:** follow check cashing procedures, write legibly; **Skills:** basic math, oral communication; Possession of agility and coordination; Willingness to work a split shift.

New Skills: Of those firms indicating new skills (44%), some indicate an increasing need for computer skills.

Training: Prior training is not required; however, training is available at Mission Trails Regional Occupational Program.

SIZE OF OCCUPATION

Medium (2,420-2,970)

EMPLOYMENT TRENDS

Faster than average growth (22.7%)

Many employers surveyed report that occupational employment remained stable during the last year and some report growth. Many (56%) predict that employment will remain stable over the next three years, but 44% predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced and inexperienced workers who meet their requirements a little difficult.

WAITERS AND WAITRESSES

WAGES AND FRINGE BENEFITS (Summer 1998)

Tips are included.

New Hires, No Experience: \$5.75 to \$20.75/hr Median: \$9.69/hr

New Hires, Experienced: \$5.75 to \$22.42/hr Median: \$14.45/hr

Experienced, 3 Yrs w/Firm: \$5.75 to \$25.75/hr Median: \$15.75/hr

Full-time: Of the firms surveyed which provide fringe benefits (89%), all provide medical insurance to full-time workers. Almost all provide paid vacations, dental insurance, life insurance, and retirement plans. Most provide paid sick leave. Many provide vision insurance. Few provide child care. **Part-time:** Few firms provide retirement plans, paid vacations, paid sick leave, medical insurance, dental insurance, vision insurance, and life insurance to part-time workers.

MAJOR EMPLOYING INDUSTRIES

Major employing industries include eating places, hotels and motels.

OTHER INFORMATION

Hours: Many work full-time, averaging 30 to 39 hours/week. Some work part-time, averaging 23 hours/week. There are few temporary/on call opportunities averaging 16 hours/week.

Vacancies/Promotion: Many vacancies (48%) occur through employees leaving and 37% result from creation of new positions. Few occur through promotions and few are temporary hires. Almost all firms promote to management or supervisory levels. Few firms do not promote.

Recruitment: Almost all responding firms recruit through employees' referrals. Most hire unsolicited applicants, recruit through newspaper advertisements and/or in-house promotion or transfer. Some recruit through the Employment Development Dept. and/or public school or program referrals. Few recruit through private school referrals, private employment agencies, union hall referrals, and/or other methods.

Unionization: Unionization is negligible (less than 10%).

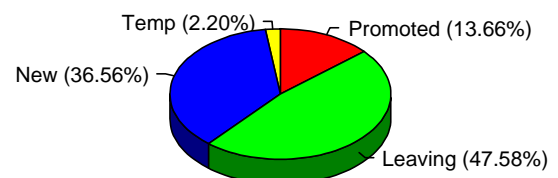
Gender: Most employees in this occupation are women; some are men.

RELATED D.O.T. OCCUPATIONAL TITLES:

311.477-026 Waiter/Waitress, Formal;
311.477-477-030 Waiter/Waitress, Informal; 311.674-018 Waiter/Waitress, Buffet;
350.677-030 Waiter/Waitress;
352.677-018 Waiter/Waitress, Club.

Source of Filled Vacancies

Waiters and Waitresses



**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #42**

NURSE AIDES

DEFINITION

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Psychiatric Aides and Home Health Aides are not included. **(OES 660080)**

Alternate titles reported by employers include *Certified Nursing Assistant, Personal Care Specialist, Caregiver*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Almost all recent hires are high school graduates or equivalent; few have less than a high school diploma (<HS).

Certification: Almost all responding employers require Nurse Aides to have the Certified Nursing Assistant (CNA) license. The fee for the federal exam and certificate is \$80-\$85, with a renewal fee of \$20 every two years. Information and applications may be obtained from the Department of Health Services, Licensing and Certification, 1800 3rd St., Suite 210, Sacramento, CA 95814; (916) 445-2070. Examinations are given and processed through local Red Cross Chapters.

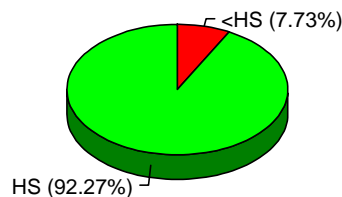
Experience and Qualifications: Most employers surveyed usually or always require related work experience. Most employers requiring experience report a range of 3-18 months. All at least sometimes accept training in lieu of experience. All firms reporting a need for computer software skills seek general computer skills or mainframe/terminal skills. All responding employers prefer fluency in English; some also prefer fluency in Spanish. Responding employers rate the following job entry **qualifications** as **MOST IMPORTANT**:

Technical - Abilities: record condition of patients, follow emergency procedures, care for elderly persons, test blood pressure, apply transfer techniques moving patients; Possession of Nurses Aid Certification; Understanding of common illnesses.

Physical - Ability to pass a pre-employment medical examination; Physical stamina.

Education of Recent Hires

Nurse Aides



Personal or Other - Ability to do shift work; High standards of personal cleanliness; Caring and sympathetic attitude; Interest in patient care and education; Willingness to work nights, weekends, and holidays.

Basic - Ability to read and follow written and oral instructions.

Rated as **VERY IMPORTANT**: **Abilities:** test bodily functions, apply sterilization techniques, prepare deceased patients, assist with the application of dressings, provide own uniform; Instrument sterilization skills; Certificated to perform CPR.

New Skills: Of those firms indicating new skills (26%), some indicate an increasing need for computer skills.

Training: Almost all firms require an average of 3 months' prior training, leading to certification. Training is available at Pacific Grove Adult School and Mission Trails Regional Occupational Program.

SIZE OF OCCUPATION

Very Large (830-990)

EMPLOYMENT TRENDS

Faster than average growth (19.3%)

Most employers surveyed report that occupational employment remained stable during the last year and some report growth. Most employers predict that employment will remain stable over the next three years and some predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced and inexperienced workers who meet their requirements somewhat difficult.

NURSE AIDES

WAGES AND FRINGE BENEFITS (Summer 1998)

Nonunion

New Hires, No Experience: \$6.00 to \$11.07/hr Median: \$7.00/hr

New Hires, Experienced: \$6.00 to \$12.15/hr Median: \$7.50/hr

Experienced, 3 Yrs w/Firm: \$6.45 to \$12.77/hr Median: \$8.50/hr

Union

New Hires, No Experience: \$6.10 to \$12.38/hr Median: \$7.00/hr

New Hires, Experienced: \$6.50 to \$12.38/hr Median: \$7.00/hr

Experienced, 3 Yrs w/Firm: \$6.50 to \$13.39/hr Median: \$7.93/hr

Full-time: Of the firms surveyed which provide fringe benefits (94%), almost all provide medical insurance, dental insurance, paid vacations, and paid sick leave to full-time workers. Most provide life insurance. Many provide vision insurance and retirement plans. Few provide child care. **Part-time:** Some firms provide paid vacations, paid sick leave, medical insurance, and dental insurance to part-time workers. Few provide vision insurance, life insurance, retirement plans, and child care.

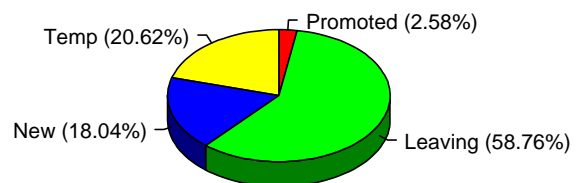
MAJOR EMPLOYING INDUSTRIES

Major employing industries include general hospitals, nursing homes and convalescent hospitals.

Gender: Almost all employees in this occupation are women; few are men.

Source of Filled Vacancies

Nurse Aides



OTHER INFORMATION

Hours: Most work full-time, averaging 34 to 40 hours/week. Some work part-time, averaging 23 hours/week. There are few temporary/on call opportunities averaging 23 hours/week.

Vacancies/Promotion: Many vacancies occur through employees leaving. Some are temporary hires and few vacancies result from creation of new positions or promotions. Most firms promote if a higher level of nursing is achieved or to administrative positions. Some firms do not promote.

Recruitment: Most responding firms recruit through newspaper advertisements and employees' referrals. Many hire unsolicited applicants. Some recruit through in-house promotion or transfer and/or public school or program referrals. Few recruit through the Employment Development Dept., private employment agencies, and/or other methods.

Unionization: Many employees in this occupation are union members.

RELATED D.O.T. OCCUPATIONAL TITLES:

354.377-010 Birth Attendant;
354.677-010 First-Aid Attendant;
355.674-014 Nurse Assistant;
355.674-018 Orderly.

**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #442**

PHYSICAL THERAPY AIDES

DEFINITION

Physical Therapy Aides prepare patients and treatment area for physical therapy treatments and assist Physical Therapists with treatments such as gait training, hydrotherapy, and exercise programs. They transport patients to and from treatment area and assemble and maintain equipment and supplies. They may perform routine clerical and related tasks. They work under continuous on-site supervision of a licensed/registered Physical Therapist.

(OES 660172)

Alternate titles reported by employers include *P.T. Technician, Physical Therapy Helper, Rehab Technician*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Many recent hires (53%) have some college but no degree (Coll.) and 47% are high school graduates or equivalent.

Experience and Qualifications: Many employers surveyed sometimes require related work experience. Firms requiring experience report a range of 3-24 months. Almost all firms at least sometimes accept training in lieu of experience. All those firms reporting a need for computer software skills seek proficiency in word processing. Many seek database skills; some seek spreadsheet skills. Almost all employers prefer fluency in English; many prefer fluency in Spanish.

Responding employers rate the following job entry **qualifications** as **MOST IMPORTANT**:

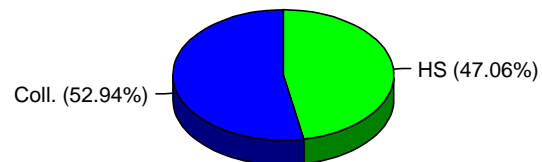
Technical - Ability to work with sick people.

Physical - Ability to stand continuously for 2 or more hours; Physical stamina.

Personal or Other - Abilities: work as part of a team, learn from on-the-job training, deal effectively with difficult individuals, interact well with others, exercise patience; Listening skills; Caring and sympathetic attitude; Interest in patient care and education; High standards of personal cleanliness.

Education of Recent Hires

Physical Therapy Aides



Basic - Abilities: read and follow written and oral instructions, write legibly; Oral communication skills.

Rated as **VERY IMPORTANT**: **Abilities:** lift and move patients; use hands, arms, and fingers; Knowledge of anatomy; Completed application to become a Physical Therapy Assistant; Enrollment in a Physical Therapy Assistant training program; Willingness to work evenings.

Training: Some firms require prior training. Training is available locally at Hartnell College.

SIZE OF OCCUPATION

Data are not available.

EMPLOYMENT TRENDS

Data are not available.

Most employers surveyed report that occupational employment remained stable during the last year and some report growth. Many (50%) predict growth over the next three years and 44% predict that employment will remain stable.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced and inexperienced workers who meet their requirements a little difficult.

PHYSICAL THERAPY AIDES

WAGES AND FRINGE BENEFITS (Summer 1998)

New Hires, No Experience: \$5.75 to \$10.91/hr Median: \$7.00/hr

New Hires, Experienced: \$7.00 to \$12.00/hr Median: \$8.75/hr

Experienced, 3 Yrs w/Firm: \$8.00 to \$15.00/hr Median: \$10.00/hr

Full-time: Of the firms surveyed which offer fringe benefits (81%), all provide medical insurance and paid vacations to full-time workers. Almost all provide paid sick leave, dental insurance. Most provide retirement plans and life insurance. Many provide vision insurance. Few provide child care. **Part-time:** Some firms provide paid vacations, paid sick leave, and retirement plans to part-time workers. Few provide medical insurance, dental insurance, vision insurance, life insurance, and child care.

MAJOR EMPLOYING INDUSTRIES

Major employing industries include: general hospitals; nursing homes and convalescent hospitals; offices of chiropractors; offices of physical therapists; offices of physicians.

women; some are men.

OTHER INFORMATION

Hours: Most work full-time, averaging 30 to 39 hours/week. Some work part-time, averaging 26 hours/week. There are few temporary/on call opportunities averaging 17 hours/week.

Vacancies/Promotion: Most vacancies occur through employees leaving. Some result from creation of new positions. Few are temporary hires. Most firms do not promote, but some firms promote those who qualify for Certified Physical Therapy Assistant.

Recruitment: Most responding firms recruit through newspaper advertisements and employees' referrals. Many hire unsolicited applicants. Some recruit through in-house promotion or transfer and/or public school or program referrals. Few recruit through private school referrals, private employment agencies, and/or other methods.

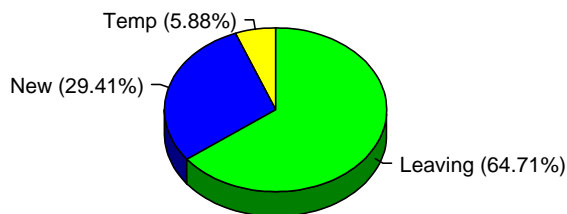
Unionization: Unionization is negligible (less than 10%).

Gender: Most employees in this occupation are

RELATED D.O.T. OCCUPATIONAL TITLES:
The DICTIONARY OF OCCUPATIONAL TITLES (D.O.T.) code for this occupation is 355.354-010 Physical Therapy Aide.

Source of Filled Vacancies

Physical Therapy Aides



For Additional Information: CALIFORNIA OCCUPATIONAL GUIDE #451

PHYSICAL THERAPY ASSISTANTS

DEFINITION

Physical Therapy Assistants administer and assist with physical therapy treatments as planned and directed by a Physical Therapist. They administer treatments such as exercise, gait training, massage, whirlpool, and hot packs. They instruct, motivate, and assist patients with learning and improving functional activities. They may record patient treatments and maintain patient records.

(OES 660171)

Employers surveyed do not report alternate titles.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Most recent hires have an Associate degree; few have some college but no degree (Coll.) or are high school graduates or equivalent.

Certification: Almost all responding employers require Physical Therapy Assistants to have the Certified Physical Therapy Assistant license. An AA Degree from a committee-approved school or documentation of training and experience equivalent to an approved school program is required. Fees include: Application, \$30; Examination, \$140; License, \$80; Fingerprinting, \$65. Renewal is every two years. Information and applications may be obtained from the Physical Therapy Examining Committee, 1434 Howe Ave., Suite 92, Sacramento, CA 95825-3291; (916) 263-2550.

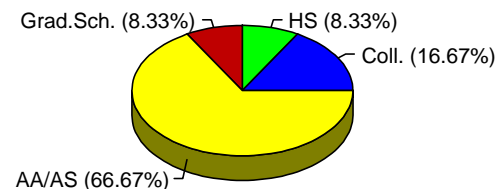
Experience and Qualifications: Most employers surveyed always or usually require related work experience. Firms requiring experience report a range of 3-18 months. Most at least sometimes accept training in lieu of experience. All firms reporting a need for computer software skills seek proficiency in word processing. Many seek spreadsheet skills and/or database skills. Some seek desktop publishing skills. All responding employers prefer fluency in English; many prefer fluency in Spanish.

Responding employers rate the following job entry **qualifications** as **MOST IMPORTANT**:

Technical - Abilities: work with sick people, lift and move patients; Physical therapy skills; Knowledge of anatomy; Possession of a Physical Therapy Assistant certificate; Understanding of common muscle and back ailments.

Education of Recent Hires

Physical Therapy Assistants



Physical - Abilities: use hands, arms, and fingers; stand continuously for 2 or more hours; Physical stamina.

Personal or Other - Abilities: work as part of a team, exercise patience, interact well with others, learn from on-the-job training, deal effectively with difficult individuals; Listening skills; Caring and sympathetic attitude; Interest in patient care and education; High standards of personal cleanliness.

Basic - Abilities: read and follow written and oral instructions, write legibly; Oral communication skills.

Rated as **VERY IMPORTANT**: Knowledge of kinesiology; Willingness to work evenings.

Training: Almost all firms require an average of 24 months' training, leading to certification. Training is available locally at Hartnell College.

SIZE OF OCCUPATION

Data are not available.

EMPLOYMENT TRENDS

Data are not available.

Many employers surveyed (53%) report that occupational employment remained stable during the last year and 47% report growth. Most employers predict that employment will remain stable over the next three years, but many predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced workers who meet their requirements a little difficult and finding inexperienced workers somewhat difficult.

PHYSICAL THERAPY ASSISTANTS

WAGES AND FRINGE BENEFITS (Summer 1998)

New Hires, No Experience: \$7.00 to \$21.00/hr Median: \$14.75/hr

New Hires, Experienced: \$9.00 to \$23.97/hr Median: \$17.90/hr

Experienced, 3 Yrs w/Firm: \$11.00 to \$28.77/hr Median: \$20.00/hr

Full-time: Of the firms surveyed which offer fringe benefits (87%), all provide paid vacations to full-time workers. Almost all provide medical insurance, paid sick leave, retirement plans. Most provide dental insurance and life insurance. Many provide vision insurance. Some provide child care. **Part-time:** Few firms provide medical insurance, dental insurance, paid vacations, paid sick leave, retirement plans, vision insurance, and life insurance to part-time workers.

MAJOR EMPLOYING INDUSTRIES

Major employing industries include: general hospitals; nursing homes and convalescent hospitals; offices of chiropractors; offices of physical therapists; offices of physicians.

RELATED D.O.T. OCCUPATIONAL TITLES:

The DICTIONARY OF OCCUPATIONAL TITLES (D.O.T.) code for this occupation is 076.224-010 Physical Therapy Assistant.

OTHER INFORMATION

Hours: Most work full-time, averaging 30 to 40 hours/week. Some work part-time, averaging 23 hours/week. There are few temporary/on call opportunities averaging 16 hours/week.

Vacancies/Promotion: Most vacancies result from creation of new positions. Some vacancies occur through employees leaving. Few are temporary hires. Most firms do not promote, but some firms promote, depending on educational achievement.

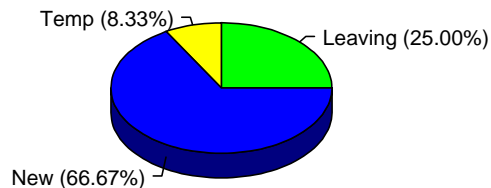
Recruitment: Almost all responding firms recruit through newspaper advertisements. Many recruit through employees' referrals. Some hire unsolicited applicants, recruit through public school or program referrals, and/or private school referrals. Few recruit through other methods.

Unionization: This occupation is not unionized.

Gender: Most employees in this occupation are women; some are men.

Source of Filled Vacancies

Physical Therapy Assistants



For Additional Information: CALIFORNIA OCCUPATIONAL GUIDE #451

BOOKKEEPING, ACCOUNTING, AND AUDITING CLERKS, INCLUDING BOOKKEEPERS

DEFINITION

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Individuals whose primary duty is operating special office machines are not included. **(OES 553380)**

Alternate titles reported by employers include *Assistant Controller, Paraprofessional, Accounts Payable Clerk, Accounts Receivable Clerk, Purchasing Clerk, Account Technician*.

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Most recent hires are high school graduates or equivalent; few have some college but no degree (Coll.) or have an Associate degree.

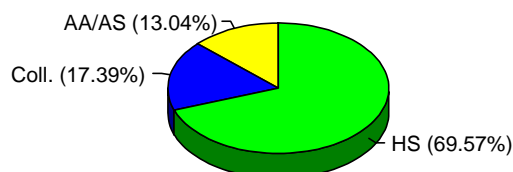
Experience and Qualifications: Most employers surveyed always or usually require related work experience. Employers requiring experience report a range of 12-60 months. Almost all at least sometimes accept training in lieu of experience. Of those firms reporting a need for computer software skills, almost all seek spreadsheet skills; most seek word processing skills; many seek database skills; some seek other computer skills, including specialized accounting/bookkeeping software. All responding employers prefer fluency in English; few also prefer fluency in Spanish.

Responding employers rate the following job entry **qualifications** as **MOST IMPORTANT**:

Technical - Business math skills; **Abilities:** maintain financial records, operate a numeric 10-key pad by touch, operate a 10-key adding machine by touch, follow accounts receivable procedures, use a calculator, follow accounts payable procedures, follow billing procedures, follow specialized bookkeeping procedures; **Skills:** financial statement preparation, bookkeeping, accounting skills; Completion of bookkeeping courses.

Education of Recent Hires

Bookkeeping, Accounting Clerks



Physical - Ability to sit continuously for 2 or more hours.

Personal or Other - Ability to work independently.

Rated as **VERY IMPORTANT**: **Abilities:** reconcile bank statements, read financial statements; **Skills:** cost accounting, accrual accounting, government accounting; Knowledge of accounting and auditing terms; Understanding of basic depreciation methods.

Training: Some firms require prior related training. Training is available locally at community colleges, Monterey Peninsula Adult School, private training institutions (Center for Employment Training, Central Coast College, Heald College, Shoreline Occupational Services), and Mission Trails Regional Occupational Program.

SIZE OF OCCUPATION

Very Large (2,000-2,030)

EMPLOYMENT TRENDS

Slower than average growth (1.5%)

Most employers surveyed report that occupational employment remained stable during the last year but a few report growth. Almost all employers predict that employment will remain stable over the next three years and a few predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced and inexperienced workers who meet their requirements somewhat difficult.

BOOKKEEPING, ACCOUNTING, AND AUDITING CLERKS, INCLUDING BOOKKEEPERS

WAGES AND FRINGE BENEFITS (Summer 1998)

Union

New Hires, No Experience: \$8.94 to \$11.08/hr Median: \$10.12/hr
 New Hires, Experienced: \$10.12 to \$13.14/hr Median: \$11.09/hr
 Experienced, 3 Yrs w/Firm: \$11.09 to \$14.15/hr Median: \$12.04/hr

Nonunion

New Hires, No Experience: \$8.00 to \$11.61/hr Median: \$9.59/hr
 New Hires, Experienced: \$8.06 to \$19.18/hr Median: \$12.00/hr
 Experienced, 3 Yrs w/Firm: \$10.00 to \$19.18/hr Median: \$14.82/hr

Full-time: All firms surveyed provide medical insurance to full-time workers. Almost all provide paid vacations, dental insurance, paid sick leave. Most provide vision insurance, life insurance, and retirement plans.

Part-time: Few firms provide paid vacations, paid sick leave, medical insurance, dental insurance, vision insurance, retirement plans, and life insurance to part-time workers.

MAJOR EMPLOYING INDUSTRIES

Major employing industries include: accounting and bookkeeping firms; electrical, plumbing, and general contractors; elementary and secondary schools; hotels and resorts; insurance firms; offices of attorneys; government; restaurants; grocery stores.

OTHER INFORMATION

Hours: Almost all work full-time, averaging 40 hours/week. There are few part-time opportunities averaging 18 hours/week and few temporary/on call opportunities averaging 25 hours/week.

Vacancies/Promotion: Many vacancies occur through employees leaving; some are due to promotions; few result from new positions or temporary hires. Many firms (52%) do not promote, but 48% do promote to a higher level in accounting, depending on qualifications.

Recruitment: Most responding firms recruit through newspaper advertisements and employees' referrals. Many recruit through in-house promotion or transfer. Some recruit through private employment agencies, the Employment Development Dept., and/or hire unsolicited applicants. Few recruit through public school or program referrals, private school referrals, union hall referrals, and/or other methods.

Unionization: Many employees in this occupation are union members.

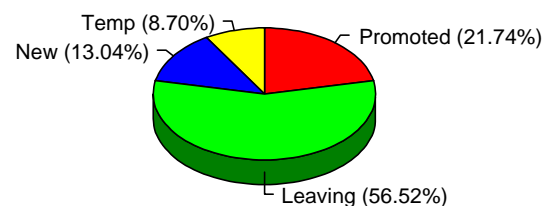
Gender: Almost all employees in this occupation are women; few are men.

RELATED D.O.T. OCCUPATIONAL TITLES:

210.362-010 Distribution-Accounting Clerk; 210.367-010 Account-Information Clerk;
 210.382-010 Audit Clerk;
 210.384-014 Bookkeeper;
 210.382.046 General Ledger Bookkeeper;
 210.382-050 Mortgage-Loan-Computation Clerk;
 216.362-014 Collection Clerk;
 216.362-026 Mortgage Accounting Clerk;
 216.382-022 Budget Clerk;
 216.482-010 Accounting Clerk;
 219.487-010 Tax Clerk.

Source of Filled Vacancies

Bookkeeping, Accounting Clerks



For Additional Information: CALIFORNIA OCCUPATIONAL GUIDE #26

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = less than 20%

PERSONNEL CLERKS - EXCEPT PAYROLL AND TIMEKEEPING

DEFINITION

Personnel Clerks, Except Payroll and Timekeeping, compile and keep personnel records. They record data for each employee, such as address, weekly earnings, absences, amount of sales or production, supervisory reports on ability, and on the date of and reason for termination. They also compile and type reports from employment records, file employment records, and search employee files and furnish information to authorized persons. Workers whose primary responsibilities are to compute and post payroll or timekeeping records are not included. (OES 553140)

Alternate titles reported by employers include **Human Resources Assistant, Personnel Coordinator, Employment Assistant, Human Resources Specialist, Office Technician, Personnel Technician, Benefit Specialist, Principal Clerk, Management Services Technician.**

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Many recent hires (40%) have some college but no degree (Coll.) and 40% have a Bachelor=s degree; few are high school graduates or equivalent or have an Associate degree.

Experience and Qualifications: Most employers surveyed always or usually require related work experience. Employers requiring experience report a range of 6-36 months. Most at least sometimes accept training in lieu of experience. All firms reporting a need for computer software skills seek proficiency in word processing. Almost all seek spreadsheet skills; most seek database skills; and some seek desktop publishing skills. Almost all responding employers prefer fluency in English; some prefer fluency in Spanish.

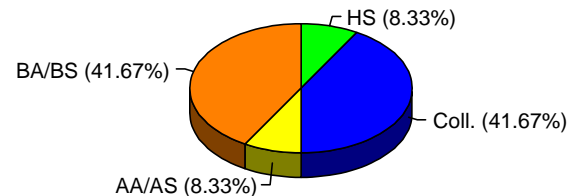
Responding employers rate the following job entry **qualifications** as **MOST IMPORTANT**:

Technical - Abilities: use good business English, operate office machines, perform detailed clerical work, type at least 45 wpm; General clerical skills; Record keeping skills; Telephone answering skills; Knowledge of EEO and affirmative action programs and guidelines; Personnel interviewing skills.

Physical - Ability to sit continuously for 2 or more hours.

Education of Recent Hires

Personnel Clerks - except Payroll



Personal or Other - Ability to work independently; Public contact skills.

Basic - Abilities: read and follow written and oral instructions, write legibly; Oral communication skills.

Rated as **VERY IMPORTANT**: Interviewing skills; **Knowledge of** personnel classification procedures, employer services; Understanding of employee benefit programs; Willingness to work with close supervision.

New Skills: Of those firms indicating new skills (45%), many indicate an increasing need for computer skills.

Training: Few firms require prior training. Training is available locally at Hartnell College, King City Adult School, private training institutions (Center for Employment Training, Central Coast College, Heald College), and Mission Trails Regional Occupational Program.

SIZE OF OCCUPATION

Small (130-130)

EMPLOYMENT TRENDS

Remain stable.

Most employers surveyed report that occupational employment remained stable during the last year and some report growth. Most employers predict that employment will remain stable over the next three years and some predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced and inexperienced workers who meet their requirements a little difficult.

PERSONNEL CLERKS - EXCEPT PAYROLL AND TIMEKEEPING

WAGES AND FRINGE BENEFITS (Summer 1998)

Nonunion

New Hires, No Experience:	\$6.00 to \$13.19/hr	Median: \$10.75/hr
New Hires, Experienced:	\$8.00 to \$15.58/hr	Median: \$12.03/hr
Experienced, 3 Yrs w/Firm:	\$10.00 to \$17.98/hr	Median: \$14.19/hr

Union

New Hires, No Experience:	\$9.53 to \$12.82/hr	Median: \$11.51/hr
New Hires, Experienced:	\$10.13 to \$14.86/hr	Median: \$11.39/hr
Experienced, 3 Yrs w/Firm:	\$12.30 to \$15.54/hr	Median: \$13.69/hr

Full-time: All firms surveyed provide medical insurance and paid vacations to full-time workers. Almost all provide paid sick leave, retirement plans, dental insurance, and life insurance. Most provide vision insurance; few provide child care. **Part-time:** Few firms provide medical insurance, dental insurance, vision insurance, paid vacations, paid sick leave, and retirement plans to part-time workers.

MAJOR EMPLOYING INDUSTRIES

Major employing industries include: food processing firms; hotels and resorts; publishing firms; retail firms; temporary employment agencies; transportation and utility services; units of local, state, and federal government; general hospitals.

Gender: Almost all employees in this occupation are women; few are men.

OTHER INFORMATION

Hours: Almost all work full-time, averaging 41 hours/week. There are few temporary/on call opportunities averaging 40 hours/week and few part-time opportunities averaging 32 hours/week.

Vacancies/Promotion: Many vacancies occur through promotion; some are due to the creation of new positions; few result from employees leaving or temporary hires. Almost all firms promote to higher levels of supervision or management; few do not.

Recruitment: Almost all responding firms recruit through newspaper advertisements. Most recruit through in-house promotion or transfer and the Employment Development Dept. Many recruit through employees' referrals and/or hire unsolicited applicants. Some recruit through public school or program referrals, private school referrals, and private employment agencies. Few recruit through union hall referrals and/or other methods.

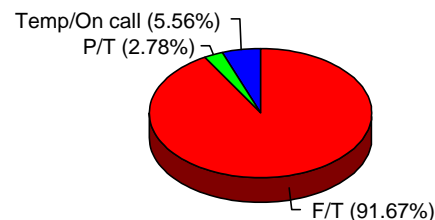
Unionization: Some employees in this occupation are union members.

RELATED D.O.T. OCCUPATIONAL TITLES:

205.362-010 Civil-Service Clerk;
205.362-014 Employment Clerk;
205.367-062 Referral Clerk, Temporary Help Agency;
205.567-010 Benefits Clerk II;
209.362-026 Personnel Clerk.

Employment Status

Personnel Clerks - except Payroll



**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #295 (related)**

RECEPTIONISTS AND INFORMATION CLERKS

DEFINITION

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Receptionists who primarily operate switchboards are not included. (OES 553050)

Alternate titles reported by employers include **Receptionist/Secretary, Clerical Assistant III, Office Assistant, Customer Service Clerk, Support Staff, Telephone Receptionist/Scheduler, Patient Service, Administrative Assistant.**

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Almost all recent hires are high school graduates or equivalent; few have some college but no degree (Coll.) or have less than a high school diploma (<HS).

Experience and Qualifications: Most employers surveyed always or usually require related work experience. Employers requiring experience report a range of 1-60 months. Almost all at least sometimes accept training in lieu of experience. Of those firms reporting a need for computer software skills, most seek proficiency in spreadsheet applications. Many seek word processing skills; some seek database skills; and few seek desktop publishing skills. Almost all responding employers prefer fluency in English and in Spanish.

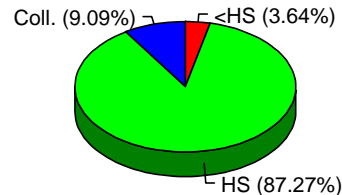
Responding employers rate the following job entry **qualifications** as **MOST IMPORTANT:**

Personal or Other - Abilities: exercise patience; convey a courteous, diplomatic manner on the telephone; deal tactfully with customers; interact well with others; work independently; **Skills:** public contact, customer service, listening, good grooming; Flexibility.

Basic - Abilities: write legibly, read and follow written and oral instructions; **Skills:** Oral communication, basic math.

Education of Recent Hires

Receptionists and Information Clerks



Rated as **VERY IMPORTANT: Abilities:** operate a multi-line command phone center, operate a telephone switchboard, operate office machines, use a calculator, sit continuously for 2 or more hours; **Skills:** Telephone answering, keyboard, general clerical skills.

New Skills: Of those firms indicating new skills (67%), many indicate an increasing need for computer skills.

Training: Few firms require prior training. Training is available locally at community colleges, public adult schools, private training institutions (Center for Employment Training, Central Coast College, Heald College, Shoreline Occupational Services), and Mission Trails Regional Occupational Program.

SIZE OF OCCUPATION

Very Large (1,030-1,200)

EMPLOYMENT TRENDS

Average growth (16.5%)

Many employers surveyed report that occupational employment remained stable during the last year and some report growth. Many (53%) predict that employment will remain stable over the next three years, but 47% predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced workers who meet their requirements somewhat difficult and finding inexperienced workers a little difficult.

RECEPTIONISTS AND INFORMATION CLERKS

WAGES AND FRINGE BENEFITS (Summer 1998)

New Hires, No Experience: \$5.75 to \$11.97/hr Median: \$7.13/hr

New Hires, Experienced: \$5.75 to \$12.47/hr Median: \$9.00/hr

Experienced, 3 Yrs w/Firm: \$6.22 to \$14.18/hr Median: \$10.00/hr

Full-time: Of the firms surveyed which offer fringe benefits (87%), all provide paid vacations to full-time workers. Almost all provide medical insurance and paid sick leave. Most provide life insurance, retirement plans, and dental insurance. Some provide vision insurance. **Part-time:** Few firms provide paid vacations, paid sick leave, medical insurance, dental insurance, and retirement plans to part-time workers..

MAJOR EMPLOYING INDUSTRIES

Major employing industries include colleges and universities; offices of attorneys; offices of dentists; offices of physicians; individual and family services; beauty shops; credit firms.

Gender: Almost all employees in this occupation are women; few are men.

OTHER INFORMATION

Hours: Most work full-time, averaging 40 hours/week. There are some seasonal opportunities averaging 18 hours/week, few part-time opportunities averaging 17 hours/week, and few temporary/on call opportunities averaging 4 hours/week.

Vacancies/Promotion: Many vacancies are filled as temporary hires. Some occur through employees leaving. Few result from creation of new positions or from promotions. Almost all firms promote to higher positions, as defined by the industry. Few do not promote.

Recruitment: Almost all responding firms recruit through newspaper advertisements. Most recruit through in-house promotion or transfer. Many hire unsolicited applicants and/or recruit through the Employment Development Dept., employees' referrals, and/or public school or program referrals. Some recruit through private employment agencies and/or private school referrals.

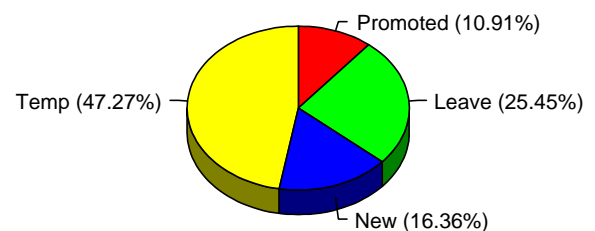
Unionization: Unionization is negligible (less than 10%).

RELATED D.O.T. OCCUPATIONAL TITLES:

237.267-010 Information Clerk, Automobile Club;
237.367-010 Appointment Clerk;
237.367-018 and 237.367-022 Information Clerk;
237.367-038 Receptionist;
237.367-042 Referral and Information Aide; 237.367-046 Telephone Quotation Clerk;
238.367-034 Scheduler;
237.367-050 Tourist-Information Assistant; 249.262-010 Policyholder-Information Clerk.

Source of Filled Vacancies

Receptionists and Information Clerks



**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #21**

DATA PROCESSING EQUIPMENT REPAIRERS

DEFINITION

Data Processing Equipment Repairers repair, maintain, and install electronic computers (mainframes, minis, and micros), peripheral equipment, and word processing systems. Non-Data Processing Equipment Repairers are not included. **(OES 857050)**

Alternate titles reported by employers include **Computer Technician, Service Technician, Customer Support, Technical Services Manager.**

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Most recent hires have some college but no degree (Coll.); few are high school graduates or equivalent or have an Associate degree.

Experience and Qualifications: Most employers surveyed always or usually require related work experience. Employers requiring experience report a range of 6-36 months. All at least sometimes accept training in lieu of experience. Of those firms reporting a need for computer software skills, most seek proficiency in database and word processing applications. Many seek spreadsheet and desktop publishing skills, and/or other computer program knowledge. Almost all responding employers prefer fluency in English; some prefer fluency in Spanish.

Responding employers rate the following job entry **qualifications** as **MOST IMPORTANT**:

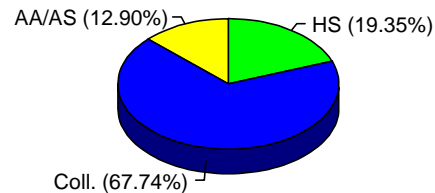
Technical - Abilities: set-up and maintain multi-user systems, perform precision work, use hand tools, repair personal computers, operate electronics testing equipment, use diagnostics programs; Understanding of local area networks (LAN); **Knowledge of** microcomputer hardware and operating systems, electronic technology, mainframe hardware and operating systems.

Personal or Other - Abilities: pay attention to detail, work independently, work under pressure, set work priorities.

Basic - Ability to read and follow written and oral instructions; Basic math skills.

Education of Recent Hires

Data Processing Equipment Repairers



Rated as **VERY IMPORTANT**: **Abilities:** demonstrate knowledge of specific products, operate electronic/computerized scanning equipment; Understanding of wide area networks (WAN); **Possess:** mechanical aptitude, a reliable vehicle; Willingness to work irregular hours.

New Skills: Of those firms indicating new skills (50%), most indicate an increasing need for Internet and/or network skills.

Training: Some firms require 6-24 months of prior training or certification. Training is available locally at Hartnell College, Salinas Adult School, and Mission Trails Regional Occupational Program.

SIZE OF OCCUPATION

Small (30-40)

EMPLOYMENT TRENDS

Much faster than average growth (33.3%)

Many employers surveyed (50%) report growth and 43% report that occupational employment remained stable during the last year. Most employers predict growth over the next three years; some predict that employment will remain stable.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced and inexperienced workers who meet their requirements somewhat difficult.

DATA PROCESSING EQUIPMENT REPAIRERS

WAGES AND FRINGE BENEFITS (Summer 1998)

New Hires, No Experience: \$5.75 to \$16.30/hr Median: \$10.00/hr

New Hires, Experienced: \$7.00 to \$17.26/hr Median: \$14.38/hr

Experienced, 3 Yrs w/Firm: \$14.38 to \$25.00/hr Median: \$17.00/hr

Of the firms surveyed which offer fringe benefits (86%), almost all provide medical insurance and paid vacations to full-time workers. Most provide paid sick leave, dental insurance. Many provide life insurance and retirement plans. Some provide vision insurance.

MAJOR EMPLOYING INDUSTRIES

Major employing industries include computer service and repair firms; computer software and systems design firms; computer supply firms.

OTHER INFORMATION

Hours: Almost all work full-time, averaging 40 hours/week. There are few part-time opportunities averaging 17 hours/week and few temporary/on call opportunities averaging 5 hours/week.

Vacancies/Promotion: Many vacancies occur through employees leaving. Some result from creation of new positions; few occur through promotions. Most firms promote to senior or management positions and some do not promote

Recruitment: Almost all responding firms recruit through newspaper advertisements. Many recruit through employees' referrals, in-house promotion or transfer. Some hire unsolicited applicants, recruit through the Employment Development Dept., and/or private school or program referrals. Few recruit through private employment agencies, private school referrals, and/or other methods.

Unionization: This occupation is not unionized.

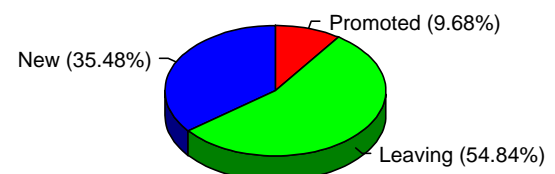
Gender: Almost all employees in this occupation are men; few are women.

RELATED D.O.T. OCCUPATIONAL TITLES:

828.261-022 Electronics Mechanic;
828.261-026 Electronics-Mechanic Apprentice.

Source of Filled Vacancies

Data Processing Equipment Repairers



**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #152**

FIREFIGHTERS

DEFINITION

Firefighters control and extinguish fires, protect life and property, and maintain equipment as paid volunteers or employees of city, township, State, or Federal government. **(OES 630080)**

Alternate titles reported by employers include **Fire-fighter/Driver Operator, Apparatus Operator, Forestry Technician, Fire Fighter I.**

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Most recent hires have some college but no degree (Coll.); some are high school graduates or equivalent; few have an Associate degree.

Experience and Qualifications: Some employers surveyed usually or always require related work experience. Employers requiring experience report a range of 6-24 months. Almost all at least sometimes accept training in lieu of experience. All firms reporting a need for computer software skills seek proficiency in word processing and some seek spreadsheet skills. All responding employers prefer fluency in English; many prefer fluency in Spanish.

Responding employers rate the following job entry **qualifications** as **MOST IMPORTANT**:

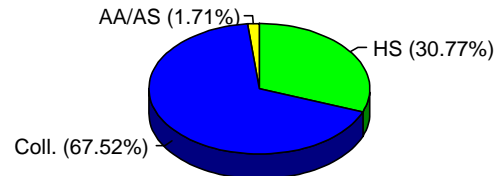
Physical - Abilities: pass a pre-employment medical examination; drag hoses; climb stairs and ladders; tolerate noise, dust, and fumes; tolerate heat and humidity; lift at least 100 lbs. repeatedly; work in cramped/confined spaces; tolerate temperature extremes; work outdoors in all weather conditions; Possession of agility and coordination.

Personal or Other - Abilities: work nights, weekends, and holidays; work as part of a team; work under pressure; handle crisis situations; assess emergency situations and set priorities quickly; do shift work; make decisions; Possession of a good DMV driving record.

Basic - Oral communication skills.

Education of Recent Hires

Firefighters



Rated as **VERY IMPORTANT**: Ability to fight forest fires; Fire fighting skills; Understanding of fire safety and prevention practices; **Possess** a valid driver's license, a State Firefighter I certificate, a reliable vehicle.

New Skills: Of those firms indicating new skills (62%), most indicate an increasing need for skills related to emergency rescue.

Training: Most employers require prior training or certification in emergency response. Training is available locally at Hartnell College, Monterey Peninsula College, and Mission Trails Regional Occupational Program.

SIZE OF OCCUPATION

Large (460-550)

EMPLOYMENT TRENDS

Faster than average growth (19.6%)

Almost all employers surveyed report that occupational employment remained stable during the last year and few report growth. Most employers predict that employment will remain stable over the next three years and some predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced and inexperienced workers who meet their requirements a little difficult.

FIREFIGHTERS

WAGES AND FRINGE BENEFITS (Summer 1998)

Union

New Hires, No Experience: \$7.37 to \$16.19/hr Median: \$11.57/hr

New Hires, Experienced: \$8.04 to \$17.00/hr Median: \$12.33/hr

Experienced, 3 Yrs w/Firm: \$10.31 to \$20.15/hr Median: \$14.03/hr

Nonunion

New Hires, No Experience: \$5.75 to \$11.25/hr Median: \$7.00/hr

New Hires, Experienced: \$5.75 to \$11.25/hr Median: \$7.00/hr

Experienced, 3 Yrs w/Firm: \$6.00 to \$13.69/hr Median: \$7.50/hr

Full-time: Of the employers surveyed which offer fringe benefits (85%), almost all provide medical insurance, paid vacations, paid sick leave, retirement plans, and dental insurance to full-time workers. Most provide life insurance and vision insurance. **Part-time:** Some employers provide retirement plans to part-time workers. Few provide medical insurance, dental insurance, paid vacations, paid sick leave, vision insurance, and life insurance.

MAJOR EMPLOYING INDUSTRIES

Major employing industries include units of local, state, and federal government.

OTHER INFORMATION

Hours: Some work full-time, averaging 55 hours/week. There are some temporary/on call opportunities averaging 20 hours/week, some seasonal opportunities averaging 40 hours/week, and few part-time opportunities averaging 23 hours/week.

Vacancies/Promotion: Most vacancies are filled as temporary hires. Few occur through employees leaving, promotions, or creation of new positions. All employers surveyed promote to higher positions, primarily to fire/apparatus engineer, lieutenant, captain, or chief.

Recruitment: Many responding employers recruit through newspaper advertisements and/or in-house promotion or transfer. Some recruit through public school or program referrals, private school referrals, employees' referrals, the Employment Development Dept., and/or hire unsolicited applicants. Few recruit through other methods.

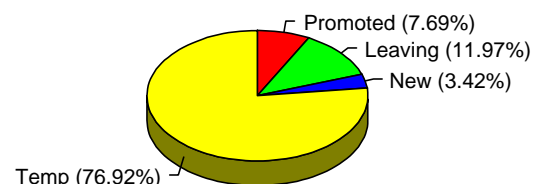
Unionization: Most employees in this occupation are union members.

Gender: Almost all employees in this occupation are men; few are women.

RELATED D.O.T. OCCUPATIONAL TITLES:

373.363-010 Fire Chief's Aide;
373.364-010 Fire Fighter;
373.663-010 Fire Fighter, Crash, Fire, and Rescue;
452.364-014 Smoke Jumper;
452.687-014 Forest Fire Fighter.

Source of Filled Vacancies Firefighters



**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #241**

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = less than 20%

JANITORS AND CLEANERS - EXCEPT MAIDS AND HOUSEKEEPING CLEANERS

DEFINITION

Janitors and Cleaners, except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk. Maids and Housekeepers are not included. **(OES 670050)**

Alternate titles reported by employers include Custodian, **Houseperson, Public Area Attendant, Cleanup Crew/Janitor, Custodian-Window Washer, Custodial Technician.**

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Almost all recent hires are high school graduates or equivalent; few have less than a high school diploma (<HS).

Experience and Qualifications: Many employers surveyed sometimes require related work experience. Employers requiring experience report a range of 6-24 months. Almost all at least sometimes accept training in lieu of experience. Computer software skills are not currently sought. All responding employers prefer fluency in English; some also prefer fluency in Spanish.

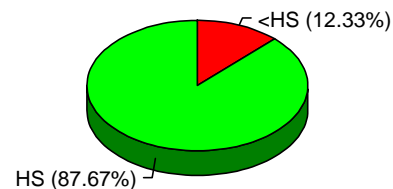
Responding employers rate the following job entry **qualifications** as **MOST IMPORTANT**:

Technical - Abilities: operate floor polishing equipment; operate commercial vacuum cleaners; shampoo carpets; follow cleanup, decontamination, and disposal procedures; learn customers' needs; **Skills:** window washing, swimming pool maintenance; Understanding of cleaning compounds and solutions.

Physical - Abilities: climb stairs and ladders; tolerate noise, dust, and fumes; Physical stamina.

Education of Recent Hires

Janitors and Cleaners



Personal or Other - Abilities: learn from on-the-job training; follow safe work practices; work as part of a team; perform routine, repetitive work; Willingness to work nights, weekends, and holidays.

Basic - Ability to read and follow written and oral instructions; Oral communication skills.

Rated as **VERY IMPORTANT**: Abilities: operate a steam cleaner; Knowledge of OSHA safety standards; Ability to operate power tools; Possession of a valid driver's license; Knowledge of specific production processes; Ability to work from ladders and scaffolds.

Training: Prior training is not required; however, training is available locally at the Center for Employment Training.

SIZE OF OCCUPATION

Very Large (1,500-1,660)

EMPLOYMENT TRENDS

Slower than average growth (10.7%)

Many employers surveyed (52%) report growth during the last year and 48% report that occupational employment remained stable. Many (57%) predict that employment will remain stable over the next three years, but 43% predict growth.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced and inexperienced workers who meet their requirements a little difficult.

JANITORS AND CLEANERS - EXCEPT MAIDS AND HOUSEKEEPING CLEANERS

WAGES AND FRINGE BENEFITS (Summer 1998)

Union

New Hires, No Experience:	\$8.75 to \$10.52/hr	Median:	\$9.67/hr
New Hires, Experienced:	\$8.80 to \$11.80/hr	Median:	\$10.43/hr
Experienced, 3 Yrs w/Firm:	\$9.64 to \$13.41/hr	Median:	\$11.31/hr

Nonunion

New Hires, No Experience:	\$6.00 to \$8.00/hr	Median:	\$6.73/hr
New Hires, Experienced:	\$6.00 to \$8.00/hr	Median:	\$7.25/hr
Experienced, 3 Yrs w/Firm:	\$7.50 to \$10.00/hr	Median:	\$9.00/hr

Full-time: Of the firms surveyed which offer fringe benefits (90%), all provide medical insurance, dental insurance, paid vacations, and retirement plans to full-time workers. Almost all provide paid sick leave and vision insurance. Most provide life insurance. **Part-time:** Many firms provide paid vacations, paid sick leave, and retirement plans to part-time workers. Some provide medical insurance, dental insurance, and vision insurance. Few provide life insurance.

MAJOR EMPLOYING INDUSTRIES

Major employing industries include colleges and universities; elementary and secondary schools; janitorial and cleaning services; hotels and resorts; religious organizations; restaurants.

OTHER INFORMATION

Hours: Almost all work full-time, averaging 40 hours/week. There are few temporary/on call opportunities averaging 32 hours/week and few part-time opportunities averaging 18 hours/week.

Vacancies/Promotion: Some vacancies occur through employees leaving, creation of new positions, or result from temporary hires; few result from promotions. Almost all firms promote to higher positions (lead workers and supervisors).

Recruitment: Almost all responding firms recruit through newspaper advertisements. Most recruit through employees' referrals. Many hire unsolicited applicants and/or recruit through in-house promotion or transfer. Some recruit through the Employment Development Dept. Few recruit through public school or program referrals, private employment agencies, private school referrals, and/or other methods.

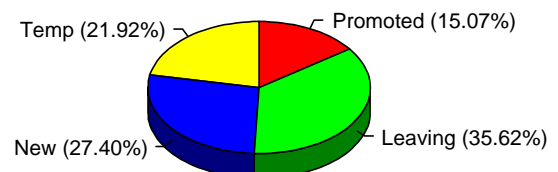
Unionization: Most employees in this occupation are union members.

Gender: Almost all employees in this occupation are men; few are women.

RELATED D.O.T. OCCUPATIONAL TITLES:

Cleaner, 381.687-014 Commercial or Institutional,
381.687-018 Industrial,
381.687-026 Wall,
381.687-034 Floor,
389.664-010 Home Restoration Service,
389.687-014 Window;
382.664-010 Janitor;
389.667-010 Sexton;
389.683-010 Sweeper-Cleaner, Industrial;
891.687-018 Project-Crew Worker.

Source of Filled Vacancies Janitors and Cleaners



**For Additional Information: CALIFORNIA
OCCUPATIONAL GUIDE #88**

STOCK CLERKS - SALES FLOOR

DEFINITION

Sales Floor Stock Clerks receive, store, and issue merchandise on the sales floor, stock shelves, racks, cases, bins, and tables with merchandise, arrange displays of items to attract customers, and may periodically take physical count of stock or check and mark merchandise. **(OES 490210)**

Alternate titles reported by employers include **Customer Service/Merchandising, Merchandising Assistant, Replenishment Service Associate, Associate, Team Member, Stocker/Flow Team, Sales Clerk, Retail Sales, Grocery Assistant, Stock Associate, Clerk.**

TRAINING, EXPERIENCE, AND OTHER REQUIREMENTS

Almost all recent hires are high school graduates or equivalent; few have a Bachelor's degree or some college but no degree (Coll.).

Experience and Qualifications: Most employers surveyed never require related work experience. Employers requiring experience report a need for 12 months' prior experience. Most always or usually accept training in lieu of experience. Of those firms reporting a need for computer software skills, most seek proficiency in word processing; some seek spreadsheet and database skills. All responding employers prefer fluency in English; some prefer fluency in Spanish.

Responding employers rate the following job entry **qualifications** as **MOST IMPORTANT**:

Technical - Abilities: stock shelves, use the US and private parcel post service, learn customers' needs; Telephone answering skills.

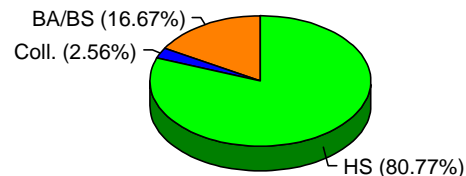
Physical - Abilities: stand continuously for 2 or more hours, lift at least 30 lbs. repeatedly.

Personal or Other - Abilities: deal tactfully with customers; learn from on-the-job training; follow safe work practices; convey a courteous, diplomatic manner on the telephone; Willingness to work evenings.

Basic - Ability to read and follow written and oral instructions; Basic math skills, Oral communication skills.

Education of Recent Hires

Stock Clerks - Sales Floor



Rated as **VERY IMPORTANT**: **Abilities:** make change, operate a cash register, follow check cashing procedures, apply inventory control methods, complete forms; **Skills:** record keeping, labeling, sales, cash handling, merchandise ordering; Knowledge of employer services.

New Skills: Of those firms indicating new skills (53%), many indicate an increasing need for computer skills.

Training: Prior training is not required; however, training is available locally at Shoreline Occupational Services and Mission Trails Regional Occupational Program.

SIZE OF OCCUPATION

Very Large (990-1,070)

EMPLOYMENT TRENDS

Slower than average growth (8.1%)

Many employers surveyed (47%) report that occupational employment remained stable during the last year and 47% report growth. Almost all employers predict growth over the next three years and some predict that employment will remain stable.

SUPPLY/DEMAND ASSESSMENT

Employers report finding experienced and inexperienced workers who meet their requirements.

STOCK CLERKS - SALES FLOOR

WAGES AND FRINGE BENEFITS (Summer 1998)

New Hires, No Experience: \$5.75 to \$8.50/hr Median: \$6.00/hr

New Hires, Experienced: \$6.05 to \$12.00/hr Median: \$7.50/hr

Experienced, 3 Yrs w/Firm: \$7.00 to \$16.00/hr Median: \$10.00/hr

Full-time: Of the firms surveyed which offer fringe benefits (93%), all provide paid vacation to full-time workers. Almost all provide medical insurance, retirement plans, and paid sick leave. Most provide dental insurance, vision insurance, and life insurance. Few provide child care. **Part-time:** Some firms provide retirement plans, medical insurance and dental insurance to part-time workers. Few provide life insurance, paid vacations, paid sick leave, vision insurance, and child care.

MAJOR EMPLOYING INDUSTRIES

Major employing industries include automotive supply stores; department stores; office supply stores; pharmacies; retail grocery stores; retail specialty stores.

Gender: Many employees in this occupation are men (55%) and many are women (45%).

OTHER INFORMATION

Hours: Most work part-time, averaging 27 hours/week. There are some full-time opportunities averaging 32 to 40 hours/week and few seasonal opportunities averaging 6 hours/week.

RELATED D.O.T. OCCUPATIONAL TITLES:

299.367-014 Stock Clerk;

299.677-014 Sales Attendant, Building Materials.

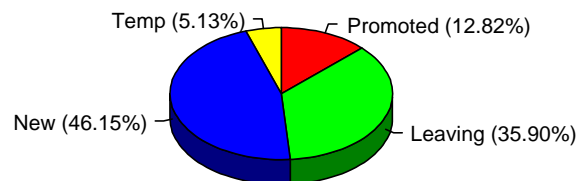
Vacancies/Promotion: Many vacancies occur through the creation of new positions; some result from employees leaving; few are due to promotions or temporary hires. Almost all firms promote to higher positions when available, primarily in management.

Recruitment: Most responding firms hire unsolicited applicants and/or recruit through newspaper advertisements. Many recruit through employees' referrals and/or in-house promotion or transfer. Some recruit through the Employment Development Dept. Some recruit through public school or program referrals and/or private school referrals. Few recruit through the Employment Development Dept.

Unionization: Unionization is negligible (less than 10%).

Source of Filled Vacancies

Stock Clerks - Sales Floor



For Additional Information: CALIFORNIA OCCUPATIONAL GUIDE #74 (related)

***Appendix A: MONTEREY COUNTY VOCATIONAL
TRAINING DIRECTORY***

MONTEREY COUNTY VOCATIONAL TRAINING DIRECTORY

All training institutions included in this directory are located in Monterey County. Accreditation and other approval, if any, vary with the type of institution. Not all private business and technical schools listed here are approved by the Bureau of Private Postsecondary Education, California Trade and Commerce Agency.

- | | |
|--|--|
| 2 English as a Second Language (ESL), GED and High School Diploma Programs | 19 Monterey Bay Beauty College |
| 3 Air Trails/Del Monte Aviation | 20 Monterey Bay Plasterers J.A.T.C. |
| 4 California State University, Monterey Bay | 21 Monterey College of Law |
| 5 Center for Employment Training | 22 Monterey Institute of International Studies |
| 6 Central Coast College of Business Data Processing | 23 Monterey Institute of Touch |
| 7 Central Coast Massage Institute | 24 Monterey Peninsula Adult Education |
| 8 Chapman University Academic Center | 25 Monterey Peninsula College |
| 9 Computer Trainers | 26 Monterey/Santa Cruz Plumbers & Fitters #062 J.A.T.C. |
| 10 DataTrain | 27 Moss Landing Marine Laboratory of California |
| 11 Elischer's Driving School | 28 North Monterey County Adult Education |
| 12 Golden Gate University | 29 Pacific Grove Adult Education |
| 13 H & R Block Tax School | 30 Salinas Adult School |
| 14 Hartnell College | 31 Salinas Beauty College |
| 15 Heald School of Business | 32 Sheet Metal Workers Local Union #104 J.A.C. |
| 16 I. B. Electrical Workers Local Union 234 | 33 Shoreline Occupational Services |
| 17 King City/Greenfield Adult Education | 34 The Fourth R |
| 18 Mission Trails Regional Occupational Program | 35 University of California Extension, Santa Cruz -
<i>Monterey Bay Science and Technology Center</i> |
| | 36 Wayne's College of Beauty |

English As A Second Language (ESL)

GED and High School Diploma Programs

Gonzales Adult Education
690 Main Street
Soledad, CA 93960
(831) 678-1279

~

Hartnell College
156 Homestead Avenue
Salinas, CA 93901
(831) 755-6700

~

King City/Greenfield Adult Education
2515 El Camino Real
Greenfield, CA 93927
(831) 674-3275

~

Monterey Institute of International Studies
425 Van Buren Street
Monterey, CA 93940
(831) 647-4100

~

Monterey Peninsula Adult Education
200 Coe Avenue
Seaside, CA 93955
(831) 899-1615

~

Monterey Peninsula College
980 Fremont Street
Monterey, CA 93940
(831) 646-4039

~

North Monterey County Adult Education
13990 Castroville Blvd.
Castroville, CA 95012
(831) 633-7050

~

Pacific Grove Adult Education
1025 Lighthouse Ave.
Pacific Grove, CA 93950
(831) 646-6580

~

Salinas Adult Education
20 Sherwood Place
Salinas, CA 93906
(831) 753-4270

~

Air Trails/Del Monte Aviation

280 Mortensen Avenue
Salinas, CA 93905

Provider Type: *Private Business and Technical Schools*

Location: Salinas and Monterey Peninsula Airports

Phone: (831) 373-3201

Fax: (831) 373-5429

URL Address: <http://www.airtrails.com>

E-Mail Address: airtrails@airtrails.com

Services Available

Financial Aid/Loan:	No
On-Site Child Care:	No
Career Development:	No
Counseling:	No
Job Placement:	No
Veteran Approved:	No
Distance Learning:	No

Open Entry/Open Exit: Yes

Received upon completion

Certificate:	No
Diploma:	No
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

Aircraft Pilot and Navigator (Professional)
Aircraft Pilot (Private)

California State University, Monterey Bay

100 Campus Center
Seaside, CA 93955-8001

Provider Type: 4-year Colleges and Universities

Location: 100 Campus Center
Seaside, CA 93955

Phone: (831) 582-3518

Fax: (831) 582-3087

URL Address: <http://www.monterey.edu>

E-Mail Address: public_relations@monterey.edu

Services Available		Open Entry/Open Exit:	No
Financial Aid/Loan:	Yes	Received upon completion	
On-Site Child Care:	Yes	Certificate:	Yes
Career Development:	Yes	Diploma:	Yes
Counseling:	Yes	Associate Degree:	No
Job Placement:	Yes	Bachelor's Degree:	Yes
Veteran Approved:	Yes	Master's Degree:	Yes
Distance Learning:	Yes	Doctor's Degree:	No

Vocational Training Programs

Acting and Directing - Theatre - Film	Information Sciences and Systems
Bilingual/Bicultural Education	International Business Marketing
Child Development	Journalism and Media Studies
Community Organization, Resources and Services	Management
Computer and Information Sciences, General	Marketing Management
Computer Programming	Multimedia
Computer Science	Music - General Performance
Computer Systems Analysis	Pre-Law
Drama/Theater Arts	Public Health
Entrepreneurship	Social Work
Environmental Science	Teacher Education, Multiple Levels
Film/Video and Photographic Arts	Technical Theater Design and Stagecraft
Foreign Languages Teacher Education	Telecommunication and Networks
Graphic Design, Commercial Art and Illustration	Visual and Performing Arts

Some Occupations Studied in this Report for which Training is Available

Graphic Designers	Multimedia Specialists
Computer Engineers	Systems Analysts - Electronic Data Processing
Computer Support Specialists	Teachers - Elementary
Internet Web Site Designers/Developers(Webmasters)	Teachers, Preschool
Marketing, Advertising, and Public Relations Managers	Teachers, Secondary

Center for Employment Training

421 Monterey Street
Salinas, CA 93901

Provider Type: *Private Business and Technical Schools*

Location: 421 Monterey Street
Salinas, CA 93901

Phone: (831) 424-0665
Fax: (831) 424-4743
URL Address: Not Available
E-Mail Address: cet@redshift.com

Services Available

Financial Aid/Loan:	Yes
On-Site Child Care:	No
Career Development:	Yes
Counseling:	Yes
Job Placement:	Yes
Veteran Approved:	No
Distance Learning:	No

Open Entry/Open Exit: Yes

Received upon completion

Certificate:	Yes
Diploma:	No
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

Custodian/Caretaker
Data Processing Tech./Technician
General Office/Clerical and Typing Services
Information Processing/Data Entry Technician
Receptionist

Some Occupations Studied in this Report for which Training is Available

Data Processing Equipment Repairers
General Office Clerks
Janitors and Cleaners - except Maids and Housekeeping Cleaners
Receptionists and Information Clerks
Secretaries, except Legal and Medical

Central Coast College Of Business Data Processing

480 South Main Street
Salinas, CA 93901

Provider Type: *Private Business and Technical Schools*

Location: 480 South Main Street
Salinas, CA 93901

Phone: (831) 424-6767

Fax: (831) 753-6485

URL Address: <http://www.cccbush.com>

E-Mail Address: cenan@cccush.com

Services Available		Open Entry/Open Exit:	No
Financial Aid/Loan:	Yes	Received upon completion	
On-Site Child Care:	No	Certificate:	No
Career Development:	Yes	Diploma:	Yes
Counseling:	Yes	Associate Degree:	No
Job Placement:	Yes	Bachelor's Degree:	No
Veteran Approved:	Yes	Master's Degree:	No
Distance Learning:	No	Doctor's Degree:	No

Vocational Training Programs

Accounting Technician
Administrative and Secretarial Services
Administrative Assistant/Secretarial Science
Business Information and Data Processing Services
Computer Network Support Specialist
General Office/Clerical and Typing Services
Information Processing/Data Entry Technician
Medical Administrative Assistant/Biller
Medical Assistant
Medical Secretary/Biller
Medical Transcriptionist
Receptionist
Secretary/Bookkeeper

Some Occupations Studied in this Report for which Training is Available

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers
First Line Supervisors and Manager/Supervisors, Clerical and Administrative Support Occupations
General Office Clerks
Computer Support Specialists
Internet Web Site Designers/Developers (Webmasters)
Medical Assistants
Receptionists and Information Clerks
Secretaries, except Legal and Medical

Central Coast Massage Institute

1263 South Padre Drive
Salinas, CA 93901

Provider Type: *Private Business and Technical Schools*

Location:	1263 South Padre Drive Salinas, CA 93901
Phone:	(831) 422-8240
Fax:	(831) 757-9027
URL Address:	Not Available
E-Mail Address:	Not Available

Services Available

Financial Aid/Loan:	No
On-Site Child Care:	No
Career Development:	No
Counseling:	No
Job Placement:	No
Veteran Approved:	No
Distance Learning:	No

Open Entry/Open Exit: No

Received upon completion

Certificate:	Yes
Diploma:	No
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

Massage

Chapman University Academic Center

532 Abrego Street
Monterey, CA 93940

Provider Type: 4-year Colleges and Universities

Location: 532 Abrego Street
Monterey, CA 93940

Phone: (831) 373-0945

Fax: (831) 648-1326

URL Address: <http://www.chapman.edu>

E-Mail Address: admit@chapman.edu

Services Available

Financial Aid/Loan:	Yes
On-Site Child Care:	No
Career Development:	No
Counseling:	Yes
Job Placement:	No
Veteran Approved:	Yes
Distance Learning:	No

Open Entry/Open Exit: No

Received upon completion

Certificate:	Yes
Diploma:	Yes
Associate Degree:	No
Bachelor's Degree:	Yes
Master's Degree:	Yes
Doctor's Degree:	No

Vocational Training Programs

Counselor Education Counseling and Guidance Services
Education Administration and Supervision, General
Education of the Physically Handicapped
Human Resources Management
Psychology, General
Social Sciences, General
Teacher Education, Multiple Levels
Teacher Education, Specific Academic and Vocational Programs - Single Subject Credential

Some Occupations Studied in this Report for which Training is Available

Human Service Workers	Teachers, Preschool
Teachers - Elementary	Teachers - Secondary

Computer Trainers

2560 Garden Road, Suite 212
Monterey, CA 93940

Provider Type: *Private Business and Technical Schools*

Location: 2560 Garden Road, Suite 212
Monterey, CA 93940

Phone: (831) 647-8007

Fax: (831) 457-8077

URL Address: Not Available

E-Mail Address: Not Available

Services Available

Financial Aid/Loan:	No
On-Site Child Care:	No
Career Development:	No
Counseling:	No
Job Placement:	No
Veteran Approved:	Yes
Distance Learning:	No

Open Entry/Open Exit: Yes

Received upon completion

Certificate:	Yes
Diploma:	No
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

- Computer Operations
- Computerized Administration
- Computerized Bookkeeping
- Computerized General Office
- Computerized Medical Reception
- Microsoft Office

Some Occupations Studied in this Report for which Training is Available

- Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers
- First Line Supervisors and Manager/Supervisors, Clerical and Administrative Support Occupations
- General Office Clerks
- Secretaries, except Legal and Medical

DataTrain
5 Harris Court
Monterey, CA 93940

Provider Type: *Private Business and Technical Schools*

Location: 5 Harris Court
Monterey, CA 93940

Phone: (831) 642-0586
Fax: (831) 642-0590
URL Address: <http://www.datatrain.com>
E-Mail Address: tim@datatrain.com

Services Available

Financial Aid/Loan:	No
On-Site Child Care:	No
Career Development:	No
Counseling:	Yes
Job Placement:	No
Veteran Approved:	No
Distance Learning:	No

Open Entry/Open Exit: No

Received upon completion

Certificate:	Yes
Diploma:	No
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

- Application and Network Software
- Business Computer Facilities Operator
- Business Information and Data Processing Services
- Business Systems Networking and Telecommunications
- Computer and Information Sciences, General
- MS Office and Back Office
- PC Support and Troubleshooting

Some Occupations Studied in this Report for which Training is Available

- Computer Support Specialists
- First Line Supervisor and Manager/Supervisors - Clerical and Administrative Support Occupations
- Internet Web Site Designers/Developers (Webmasters)

Elischer's Driving School

737 S. Main Street
Salinas, CA 93901

Provider Type: *Private Business and Technical Schools*

Location: 737 S. Main Street
Salinas, CA 93901

Phone: (831) 757-2028
Fax: (831) 757-2029
URL Address: <http://www.elischersdriving.com>
E-Mail Address: Not Available

Services Available

Financial Aid/Loan:	No
On-Site Child Care:	No
Career Development:	No
Counseling:	No
Job Placement:	No
Veteran Approved:	No
Distance Learning:	No

Open Entry/Open Exit: No

Received upon completion

Certificate:	Yes
Diploma:	No
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

Vehicle and Equipment Operators

Some Occupations Studied in this Report for which Training is Available

Driver/Sales Workers
Truck Drivers, Light - including Delivery and Route Workers

Golden Gate University

550 Camino El Estero, Suite 103
Monterey, CA 93940

Provider Type: 4-year Colleges and Universities

Location: 550 Camino El Estero, Suite 103
Monterey, CA 93940

Phone: (831) 373-4176

Fax: (831) 655-5750

URL Address: <http://www.ggu.edu>

E-Mail Address: amcelyea@ggu.edu

Services Available

Financial Aid/Loan:	Yes
On-Site Child Care:	No
Career Development:	No
Counseling:	Yes
Job Placement:	No
Veteran Approved:	Yes
Distance Learning:	Yes

Open Entry/Open Exit: Yes

Received upon completion

Certificate:	Yes
Diploma:	Yes
Associate Degree:	No
Bachelor's Degree:	Yes
Master's Degree:	Yes
Doctor's Degree:	No

Vocational Training Programs

Accounting
Business Administration and Management, General
Computer and Information Sciences, General
Human Resources Management
Public Administration
Taxation

Some Occupations Studied in this Report for which Training is Available

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers
First Line Supervisors and Manager/Supervisors - Clerical and Administrative Support Occupations

H & R Block Tax School

1846 Main St.
Watsonville, CA 93976

Provider Type: *Private Business and Technical Schools*

Location: 1221 S. Main St., #104
Salinas, CA 93901

Phone: (831) 422-8162

Fax: (831) 422-6664

URL Address: <http://www.hrblock.com>

E-Mail Address: 103140,2525@compuserve.com

Services Available

Financial Aid/Loan:	No
On-Site Child Care:	No
Career Development:	No
Counseling:	No
Job Placement:	No
Veteran Approved:	No
Distance Learning:	No

Open Entry/Open Exit: No

Received upon completion

Certificate:	Yes
Diploma:	No
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

Taxation

Hartnell College

156 Homestead Avenue
Salinas, CA 93901

Provider Type: 2-year, Technical, and Community Colleges

Location:	156 Homestead Avenue Salinas, CA 93901
Phone:	(831) 755-6700
Fax:	(831) 759-6751
URL Address:	http://www.hartnell.cc.ca.us
E-Mail Address:	cgray@hartnell.cc.ca.us

Services Available		Open Entry/Open Exit:	No
Financial Aid/Loan:	Yes	Received upon completion	
On-Site Child Care:	Yes		
Career Development:	Yes	Certificate:	Yes
Counseling:	Yes	Diploma:	No
Job Placement:	No	Associate Degree:	Yes
Veteran Approved:	Yes	Bachelor's Degree:	No
Distance Learning:	Yes	Master's Degree:	No
		Doctor's Degree:	No

Vocational Training Programs

Accounting	Criminal Justice/Law Enforcement Administration	Law Enforcement/Police Science
Acting and Directing	Data Processing Tech./Technician	Library Assistant
Administrative and Secretarial Services	Design and Applied Arts	Machinist/Machine Technology
Administrative Asst./Secretarial Science	Drafting, General	Mechanical Eng./ Tech./Technician
Alcohol Abuse Counseling	Drama and Dance Teacher Education	Multimedia Technology
Art, General	Drama/Theater Arts, General	Nursing (R.N. Training)
Auto/Automotive Body Repair	Dramatic Theater Arts and Stagecraft	Photography
Auto/Automotive Mechanic/Technician	Electrical, Electronic & Communications	Physical Sciences, General
Banking & Financial Support Services	Engineering Tech./Technician	Physical Therapy
Basic Medical Sciences	Electrical	Physician Assistant
Bilingual/Bicultural Education	Engineering, General	Pre-Dentistry Studies
Business Administration & Mgt.	English Language & Literature	Pre-Elementary/Early Childhood Ed.
Business, General	Entrepreneurship	Pre-Law Studies
Bus. Information/Data Processing Svcs	Environmental & Pollution Control	Pre-Pharmacy Studies
Cabinet Maker and Millworker	Tech./Technician	Public Administration & Services
Carpentry	Family/Consumer Resource Mgt.	Real Estate
Child Care Provider/Assistant	Film/Video Making/Cinematography & Production	Receptionist
Child Care Services Manager	Fine/Studio Arts	Security & Loss Prevention Services
Child Development, Care & Guidance	Fire Science/Firefighting	Small Engine Repair
Commercial Photography	General Office/Clerical & Typing Svcs	Teacher Assistant/Aide
Community Health Liaison	Health & Medical Administrative Svcs	Technical Theater/Design & Stagecraft
Computer and Information Sciences	Human Resources Management	Veterinarian Asst/ Animal Health Tech.
Computer Installer and Repairer	Industrial/Mfg. Tech./Technician	Vocational Nursing (L.V.N. Training)
Computer Programming	Info. Processing/Data Entry Technician	Water Quality & Wastewater Treatment
Construction Trades		Tech./Technician
Construction/Building Tech/Technician		Welder/Welding Technology
Corrections/Correctional Admin.	Instructional Aide	

Some Occupations Studied in this Report for which Training is Available

Automotive Mechanics	General Office Clerks	Multimedia Specialists
Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers	Financial Managers	Nurse Aides
Carpenters	Firefighters	Receptionists and Information Clerks
Child Care Workers	Hazardous Materials Removal Workers	Registered Nurses
Computer Engineers	Human Service Workers	Secretaries, except Legal and Medical
Computer Support Specialists	Internet Web Site Designers/Developers (Webmasters)	Systems Analysts - Electronic Data Processing
Data Processing Equipment Repairers	Marine Technicians	

Heald School of Business

1450 North Main Street
Salinas, CA 93906

Provider Type: *Private Business and Technical Schools*

Location: 1450 North Main Street
Salinas, CA 93906

Phone: (831) 443-1700

Fax: 831) 443-1050

URL Address: <http://www.heald.edu>

E-Mail Address: steven-coffee@heald.edu

Services Available

Financial Aid/Loan:	Yes
On-Site Child Care:	No
Career Development:	No
Counseling:	Yes
Job Placement:	Yes
Veteran Approved:	Yes
Distance Learning	No

Open Entry/Open Exit: No

Received upon completion

Certificate:	No
Diploma:	Yes
Associate Degree:	Yes
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

Accounting
Business Software Applications
Computer Business Administration
Medical Office Administration
Computer Technology

Some Occupations Studied in this Report for which Training is Available

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers
First Line Supervisors and Manager/Supervisors - Clerical and Administrative Support Occupations
General Office Clerks
Computer Support Specialists
Internet Web Site Designers/Developers (Webmasters)
Medical Assistants
Secretaries, except Legal and Medical

I. B. Electrical Workers Local Union 234

10300 Merritt Street
Castroville, CA 95012

Provider Type: *Apprenticeship Programs*

Location:	10300 Merritt Street Castroville, CA 95012
Phone:	(831) 633-2311
Fax:	(831) 633-0570
URL Address:	Not Available
E-Mail Address:	Not Available

Services Available

Financial Aid/Loan:	No
On-Site Child Care:	No
Career Development:	No
Counseling:	No
Job Placement:	No
Veteran Approved:	Yes
Distance Learning	No

Open Entry/Open Exit: No

Received upon completion

Certificate:	Yes
Diploma:	No
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

Electrician

King City/Greenfield Adult Education

800 Broadway
King City, CA 93930

Provider Type: *Public Adult Schools With Occupational Programs*

Location: 2215 El Camino Real
Greenfield, CA 93927

Phone: (831) 385-4661

Fax: (831) 385-0695

URL Address: <http://www.monterey.k12.ca.us/~drey/district/kcUSD.html>

E-Mail Address: syoung@monterey.k12.ca.us

Services Available

Financial Aid/Loan:	No
On-Site Child Care:	No
Career Development:	Yes
Counseling:	Yes
Job Placement:	No
Veteran Approved:	No
Distance Learning	No

Open Entry/Open Exit: No

Received upon completion

Certificate:	Yes
Diploma:	No
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

Computer and Information Sciences, General
General Office/Clerical and Typing Services
High School Equivalence Certificate
Information Processing/Data Entry Technician
Management Information Systems and Business Data Processing, General

Some Occupations Studied in this Report for which Training is Available

Bookkeeping, Accounting, and Auditing Clerks
Computer Support Specialists
General Office Clerks
Receptionists and Information Clerks

Mission Trails Regional Occupational Program (ROP)

867 East Laurel Drive
Salinas, CA 93905

Provider Type: *Public Secondary Schools with Occupational Programs*

Location: 867 East Laurel Drive
Salinas, CA 93905

Specific programs are located at sites in secondary and unified school districts throughout Monterey County.

Phone: (831) 753-4209

Fax: (831) 422-5115

URL Address: <http://library.monterey.edu/mcflcip/agencies/332.html>

E-Mail Address: Not Available

Services Available		Open Entry/Open Exit:	Yes
		Received upon completion	
Financial Aid/Loan:	No	Certificate:	Yes
On-Site Child Care:	Yes	Diploma:	No
Career Development:	Yes	Associate Degree:	No
Counseling:	Yes	Bachelor's Degree:	No
Job Placement:	No	Master's Degree:	No
Veteran Approved:	No	Doctor's Degree:	No
Distance Learning:	No		

Vocational Training Programs

Administrative Assistant/Secretarial Science
Agricultural Animal Husbandry & Production Management
Agricultural Business/Agribusiness Operations
Agricultural Economics
Agricultural Mechanization, General
Art, General
Auto/Automotive Body Repairer
Auto/Automotive Mechanic/Technician
Banking & Financial Support Services
Carpenter
Child Care and Guidance Workers and Managers
Child Care Provider/Assistant
Computer & Information Sciences, General
Computer Installer and Repairer
Cosmetologist
Data Processing Technologist/Technician
Dental Assistant
Desktop Publishing Equipment Operator
Entrepreneurship

Fashion Merchandising
Film-Video Making/Cinematography & Production
Fire Protection & Safety Tech./Technician
Floristry Marketing Operations
General Office/Clerical & Typing Services
General Retailing Operations
General Selling Skills & Sales Operations
Graphic and Printing Equipment Operator
Home Health Aide
Information Processing/Data Entry Technician
Kitchen Personnel/Cook & Assistant Training
Landscaping Operations and Management
Legal Administrative Assistant/Secretary
Medical Administrative Assistant/Secretary
Nurse Assistant/Aide
Receptionist
Small Engine Mechanic and Repairer
Truck, Bus & Other Commercial Vehicle Operator
Waiter/Waitress and Dining Room Manager
Welder/Welding Technologist

Some Occupations Studied in this Report for which Training is Available

Automotive Mechanics
Bookkeeping, Accounting, and Auditing Clerks, including
Bookkeepers
Bus Drivers
Carpenters
Cashiers
Child Care Workers
Computer Support Specialists
Cooks - Restaurant
Data Processing Equipment Repairers
Driver/Sales Workers
Farm Equipment Mechanics

Farm Equipment Operators
Firefighters
Food Preparation Workers
General Office Clerks
Laborers, Landscaping and Groundskeeping
Medical Assistants
Nurse Aides
Receptionists and Information Clerks
Secretaries, except Legal and Medical
Stock Clerks - Sales Floor
Truck Drivers, Light
Waiters and Waitresses

Monterey Bay Beauty College

1760 Fremont Boulevard, D-1
Seaside, CA 93955

Provider Type: *Private Business and Technical Schools*

Location:	1760 Fremont Boulevard, D-1 Seaside, CA 93955
Phone:	(831) 394-7335
Fax:	(831) 394-9413
URL Address:	Not Available
E-Mail Address:	Not Available

Services Available

Financial Aid/Loan:	No
On-Site Child Care:	No
Career Development:	Yes
Counseling:	Yes
Job Placement:	No
Veteran Approved:	Yes
Distance Learning	No

Open Entry/Open Exit: Yes

Received upon completion

Certificate:	Yes
Diploma:	No
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

Barber/Hairstylist
Cosmetic Services
Cosmetologist

Monterey Bay Plasterers J A T C

751 Neeson St., #14
Marina, CA 93933

Provider Type: *Apprenticeship Programs*

Location: 751 Neeson St., #14
Marina, CA 93933

Phone: (831) 883-0186
Fax: (831) 883-0188
URL Address: Not Available
E-Mail Address: Not Available

Services Available

Financial Aid/Loan:	No
On-Site Child Care:	No
Career Development:	No
Counseling:	No
Job Placement:	Yes
Veteran Approved:	Yes
Distance Learning	No

Open Entry/Open Exit: Yes

Received upon completion

Certificate:	Yes
Diploma:	No
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

Construction Trades

Monterey College Of Law

404 W. Franklin Street
Monterey, CA 93940

Provider Type: 4-year Colleges and Universities

Location:	404 W. Franklin Street Monterey, CA 93940
Phone:	(831) 373-3301
Fax:	(831) 373-0143
URL Address:	Not Available
E-Mail Address:	Not Available

Services Available

Financial Aid/Loan:	Yes
On-Site Child Care:	No
Career Development:	No
Counseling:	Yes
Job Placement:	Yes
Veteran Approved:	Yes
Distance Learning	No

Open Entry/Open Exit: No

Received upon completion

Certificate:	No
Diploma:	No
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	Yes

Vocational Training Programs

Law

Monterey Institute Of International Studies

425 Van Buren Street
Monterey, CA 93940

Provider Type: *4-year Colleges and Universities*

Location: 425 Van Buren Street
Monterey, CA 93940

Phone: (831) 647-4100
Fax: (831) 647-4199
URL Address: <http://www.miiis.edu>
E-Mail Address: sbaker@miiis.edu

Services Available

Financial Aid/Loan:	Yes
On-Site Child Care:	No
Career Development:	Yes
Counseling:	Yes
Job Placement:	Yes
Veteran Approved:	Yes
Distance Learning	No

Open Entry/Open Exit:

No

Received upon completion

Certificate:	Yes
Diploma:	No
Associate Degree:	No
Bachelor's Degree:	Yes
Master's Degree:	Yes
Doctor's Degree:	No

Vocational Training Programs

Bilingual/Bicultural Education
English Technical and Business Writing
Environmental Science/Studies
Foreign Language Interpretation and Translation
Foreign Language Teacher Education
International Business
International Business Marketing
International Economics
International Finance
International Relations and Affairs
Juridical Science/Legal Specialization
Political Science and Government
Public Administration and Services
Public Finance
Public Policy Analysis
Teaching English as a Second Language/Foreign Language

Some Occupations Studied in this Report for which Training is Available

Financial Managers
Marketing, Advertising, and Public Relations Managers

Monterey Institute Of Touch

27820 Dorris Drive
Carmel, CA 93923

Provider Type: *Private Business and Technical Schools*

Location: 27820 Dorris Drive
Carmel, CA 93923

Phone: (831) 624-1006

Fax: (831) 626-6916

URL Address: Not Available

E-Mail Address: mit@redshift.com

Services Available

Financial Aid/Loan:	No
On-Site Child Care:	No
Career Development:	No
Counseling:	No
Job Placement:	No
Veteran Approved:	No
Distance Learning	No

Open Entry/Open Exit: No

Received upon completion

Certificate:	Yes
Diploma:	No
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

Cranio-Sacral Massage
Massage Practitioner
Massage Therapist
Sports Massage Specialization

Monterey Peninsula Adult Education

Post Office Box 1031
Monterey, CA 93942

Provider Type: *Public Adult Schools With Occupational Programs*

Location:	200 Coe Avenue Seaside, CA 93955
Phone:	(831) 899-1615
Fax:	(831) 899-7077
URL Address:	http://www.mpusd.k12.ca.us
E-Mail Address:	dclayton@monterey.k12.ca.us

Services Available		Open Entry/Open Exit:	Yes
Financial Aid/Loan:	No	Received upon completion	
On-Site Child Care:	Yes	Certificate:	Yes
Career Development:	Yes	Diploma:	Yes
Counseling:	Yes	Associate Degree:	No
Job Placement:	No	Bachelor's Degree:	No
Veteran Approved:	No	Master's Degree:	No
Distance Learning	Yes	Doctor's Degree:	No

Vocational Training Programs

Auto/Automotive Mechanic/Technician
Child Development, Care and Guidance
Computational Skills
Data Processing Technologist/Technician
Desktop Publishing Equipment Operator
Electrical and Electronics Equipment Installer and Repairer, General
General Office/Clerical and Typing Services
High School Equivalence Certificate G.E.D.
Information Processing/Data Entry Technician
Reading, Literacy and Communication Skills
Regular High School Diploma
Small Engine Mechanic and Repairer

Some Occupations Studied in this Report for which Training is Available

Automotive Mechanics
Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers
Child Care Workers
Computer Support Specialists
General Office Clerks
Receptionists and Information Clerks
Secretaries, except Legal and Medical

Monterey Peninsula College

980 Fremont Street
Monterey, CA 93940

Provider Type: 2-year, Technical, and Community Colleges

Location:	980 Fremont Street Monterey, CA 93940
Phone:	(831) 646-4039
Fax:	(831) 655-2627
URL Address:	http://www.mpc.edu
E-Mail Address:	Michael_Gilmartin@mpc.cc.ca.us

Services Available		Open Entry/Open Exit: Received upon completion	Yes
Financial Aid/Loan:	Yes	Certificate:	Yes
On-Site Child Care:	Yes	Diploma:	No
Career Development:	Yes	Associate Degree:	Yes
Counseling:	Yes	Bachelor's Degree:	No
Job Placement:	Yes	Master's Degree:	No
Veteran Approved:	Yes	Doctor's Degree:	No
Distance Learning:	Yes		

Vocational Training Programs

Accounting Technician	Fire Protection and Safety	Landscaping Operations & Mgt.
Administrative Assistant/Secretarial	Tech./Technician	Law Enforcement/Police Science
Science, General	Fire Science/Firefighting	Marine Technology
Auto/Automotive Mechanic/Technician	Fitness Instructor	Massage Therapy
Business Administration and Management, General	Food and Beverage/Restaurant	Medical Administrative
Business, General	Operations Manager	Assistant/Secretary
Child Development, Care and Guidance	Furniture Designer and Maker	Medical Assistant
Communications, General	General Office/Clerical and Typing	Music, General Performance
Computer and Information Sciences	Services	Nursing (R.N. Training)
Computer Programming	Golf Management Institute	Oceanography
Criminal Justice Studies	Graphic Arts	Parks and Recreation
Criminal Justice/Law Enforcement	Horticulture Services Operations and	Physical Education Aide
Administration	Management, General	Pre-Dentistry Studies
Dance	Hospitality and Recreation Marketing	Pre-Elementary/Early
Data Processing Tech./Technician	Operations, General	Childhood/Kindergarten Teacher
Dental Assistant	Hospitality/Administration	Education
Drama/Theater Arts, General	Management	Psychology, General
Engineering, General	Hotel/Motel & Restaurant Management	Real Estate
English Language and Literature	Hotel/Motel Services Marketing	Sports and Exercise
Fashion and Fabric Consultant	Operations	Technical Theater/Theater Design and
Fashion Costuming	Information Processing/Data Entry	Stagecraft
Fashion Design and Illustration	Technician	Tourism Promotion Operations
Fashion Merchandising	Interior Design	Visual and Performing Arts
	International Business	

Some Occupations Studied in this Report for which Training is Available

Aquatic Science Technicians	First Line Supervisors and	Laborers, Landscaping and
Automotive Mechanics	Manager/Supervisors - Clerical and	Groundskeeping
Bookkeeping, Accounting, and Auditing	Administrative Support Occupations	Lodging Managers
Clerks, including Bookkeepers	Financial Managers	Medical Assistants
Child Care Workers	Food Service Managers	Multimedia Specialists
Computer Support Specialists	General Office Clerks	Recreation Workers
Data Processing Equipment Repairers	Graphic Designers	Registered Nurses
Dental Assistant	Hotel Desk Clerks	Secretaries, except Legal and Medical
Firefighters	Human Service Workers	Stock Clerks - Sales Floor
	Janitors and Cleaners - except Maids	Teachers, Preschool
	and Housekeeping Cleaners	

Monterey/Santa Cruz Plumbers & Fitters #062 JATC

11185 Commercial Parkway, Suite A
Castroville, CA 95012

Provider Type: *Apprenticeship Programs*

Location: 11185 Commercial Parkway, Suite A
Castroville, CA 95012

Phone: (831) 633-6091

Fax: (831) 633-1613

URL Address: Not Available

E-Mail Address: UALocal62@aol.com

Services Available

Financial Aid/Loan:	No
On-Site Child Care:	No
Career Development:	No
Counseling:	Yes
Job Placement:	Yes
Veteran Approved:	Yes
Distance Learning	No

Open Entry/Open Exit: No

Received upon completion

Certificate:	Yes
Diploma:	No
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

Heating, Air Conditioning and Refrigeration Mechanic and Repairer
Plumber and Pipefitter
Welder/Welding Technologist

Moss Landing Marine Laboratory Of California (CSU)

8272 Moss Landing Road
Moss Landing, CA 95039

Provider Type: *4-year Colleges and Universities*

Location: 8272 Moss Landing Road
Moss Landing, CA 95039

Phone: (831) 755-8650

Fax: (831) 753-2826

URL Address: <http://color.mlml.calstate.edu/www/>

E-Mail Address: webmaster@mlml.calstate.edu

Services Available

Financial Aid/Loan:	Yes
On-Site Child Care:	No
Career Development:	No
Counseling:	Yes
Job Placement:	No
Veteran Approved:	Yes
Distance Learning	No

Open Entry/Open Exit: No

Received upon completion

Certificate:	No
Diploma:	No
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	Yes
Doctor's Degree:	No

Vocational Training Programs

Marine Science
Marine Biology

North Monterey County Adult Education

Post Office Box 49
Moss Landing, CA 95039

Provider Type: *Public Adult Schools With Occupational Programs*

Location: 13994 Castroville Boulevard
Castroville, CA 95012

Phone: (831) 633-7050
Fax: (831) 633-7095
URL Address: <http://www.prunedale.org/schools.htm>
E-Mail Address: CastelO@aol.com

Services Available

Financial Aid/Loan:	No
On-Site Child Care:	Yes
Career Development:	Yes
Counseling:	Yes
Job Placement:	Yes
Veteran Approved:	No
Distance Learning	No

Open Entry/Open Exit: Yes

Received upon completion

Certificate:	Yes
Diploma:	Yes
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

Child Development, Care and Guidance
General Office/Clerical and Typing Services
Health-Related Knowledge and Skills
Information Processing/Data Entry Technician
Reading, Literacy and Communication Skills
Truck, Bus and Other Commercial Vehicle Operator

Some Occupations Studied in this Report for which Training is Available

Child Care Workers
Driver/Sales Workers
General Office Clerks
Receptionists and Information Clerks
Secretaries, except Legal and Medical
Truck Drivers, Light - including Delivery and Route Workers

Pacific Grove Adult Education

1025 Lighthouse Avenue
Pacific Grove, CA 93950

Provider Type: *Public Adult Schools With Occupational Programs*

Location:	1025 Lighthouse Avenue Pacific Grove, CA 93950
Phone:	(831) 646-6580
Fax:	(831) 646-6578
URL Address:	http://www.pgusd.org
E-Mail Address:	Not Available

Services Available

Financial Aid/Loan:	No
On-Site Child Care:	No
Career Development:	No
Counseling:	No
Job Placement:	No
Veteran Approved:	Yes
Distance Learning	No

Open Entry/Open Exit: Yes

Received upon completion

Certificate:	Yes
Diploma:	Yes
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

Administrative Assistant/Secretarial Science, General
Computer and Information Sciences, General
High School Equivalence Certificate
Home Health Aide
Information Processing/Data Entry Technician
Nurse Assistant/Aide
Reading, Literacy and Communication Skills

Some Occupations Studied in this Report for which Training is Available

General Office Clerks
Nurse Aides
Receptionists and Information Clerks
Secretaries, except Legal and Medical

Salinas Adult School

20 Sherwood Place
Salinas, CA 93906

Provider Type: *Public Adult Schools With Occupational Programs*

Location: 20 Sherwood Place
Salinas, CA 93906

Phone: (831) 753-4265
Fax: (831) 753-4276
URL Address: <http://www.salinas.k12.ca.us>
E-Mail Address: dhenricks@salinas.k12.ca.us

Services Available

Financial Aid/Loan:	No
On-Site Child Care:	Yes
Career Development:	Yes
Counseling:	Yes
Job Placement:	Yes
Veteran Approved:	No
Distance Learning	No

Open Entry/Open Exit:

Yes

Received upon completion

Certificate:	Yes
Diploma:	Yes
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

Accounting Technician
Administrative Assistant/Secretarial Science,
General
Bilingual/Bicultural Education
Child Development, Care and Guidance
Computer and Information Sciences, General
Computer Installer and Repairer
Data Processing Tech./Technician
General Office/Clerical and Typing Services
Graphic and Printing Equipment Operator

High School Equivalence Certificate
Home Health Aide
Introduction to Construction
Medical Administrative Assistant/Secretary
Medical Assistant
Nurse Assistant/Aide (CNA)
Physical Therapy Assistant
Regular High School Diploma
Truck, Bus and Other Commercial Vehicle Operator

Some Occupations Studied in this Report for which Training is Available

Bookkeeping, Accounting, and Auditing Clerks,
including Bookkeepers
Bus Drivers
Child Care Workers
Computer Support Specialists
Data Processing Equipment Repairers

General Office Clerks
Medical Assistants
Nurse Aides
Secretaries, except Legal and Medical
Truck Drivers, Light - including Delivery and Route
Workers

Salinas Beauty College

916 South Main Street
Salinas, CA 93901

Provider Type: *Private Business and Technical Schools*

Location:	916 South Main Street Salinas, CA 93901
Phone:	(831) 753-9356
Fax:	(831) 753-0605
URL Address:	Not Available
E-Mail Address:	jimmonroe@earthlink.net

Services Available

Financial Aid/Loan:	No
On-Site Child Care:	No
Career Development:	Yes
Counseling:	Yes
Job Placement:	Yes
Veteran Approved:	No
Distance Learning	No

Open Entry/Open Exit: Yes

Received upon completion

Certificate:	Yes
Diploma:	Yes
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

Cosmetologist
Manicurist

Sheet Metal Workers Local Union #104 J.A.C.

Post Office Box 940
Castroville, CA 95012

Provider Type: *Apprenticeship Programs*

Location:	11060 Commercial Parkway Castroville, CA 95012
Phone:	(831) 633-6151
Fax:	(831) 633-9269
URL Address:	Not Available
E-Mail Address:	Not Available

Services Available

Financial Aid/Loan:	No
On-Site Child Care:	No
Career Development:	No
Counseling:	No
Job Placement:	Yes
Veteran Approved:	Yes
Distance Learning	No

Open Entry/Open Exit: No

Received upon completion

Certificate:	Yes
Diploma:	No
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

Sheet Metal Worker

Shoreline Occupational Services

249 Tenth Street
Marina, CA 93933

Provider Type: *Private Business and Technical Schools*

Location:	249 Tenth Street Marina, CA 93933
Phone:	(831) 883-3300
Fax:	(831) 883-3310
URL Address:	http://www.scgoodwill.org/Shoreline
E-Mail Address:	jcoll64694@aol.com

Services Available	Open Entry/Open Exit:	Yes
Financial Aid/Loan: No		
On-Site Child Care: No	Received upon completion	
Career Development: Yes	Certificate:	Yes
Counseling: Yes	Diploma:	No
Job Placement: Yes	Associate Degree:	No
Veteran Approved: Yes	Bachelor's Degree:	No
Distance Learning: No	Master's Degree:	No
	Doctor's Degree:	No

Vocational Training Programs

Accounting Technician
Administrative Assistant/Secretarial Science, General
Computer Applications
Culinary Arts
Custodial, Housekeeping and Home Services Workers and Managers
Executive Housekeeper
Food and Beverage/Restaurant Operations Manager
General Office/Clerical and Typing Services
General Retailing Operations
General Selling Skills and Sales Operations
Hospitality and Recreation Marketing Operations, General
Hospitality/Administration Management
Hotel/Motel Services Marketing Operations
Information Processing/Data Entry Technician
Receptionist

Some Occupations Studied in this Report for which Training is Available

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers
Cashiers
Cooks - Restaurant
First Line Supervisors and Manager/Supervisors - Clerical and Administrative Support Occupations
Food Service Managers
General Office Clerks
Hotel Desk Clerks
Janitors and Cleaners - except Maids and Housekeeping Cleaners
Lodging Managers
Receptionists and Information Clerks
Secretaries, except Legal and Medical

The Fourth R

31 W. Market Street
Salinas, CA 93901

Provider Type: *Private Business and Technical Schools*

Location:	31 W. Market Street Salinas, CA 93901
Phone:	(831) 753-7777
Fax:	(831) 753-2972
URL Address:	http://www.fourthr-salinas.com
E-Mail Address:	PJS@FourthR-Salinas.com

Services Available

Financial Aid/Loan:	No
On-Site Child Care:	No
Career Development:	Yes
Counseling:	Yes
Job Placement:	Yes
Veteran Approved:	No
Distance Learning:	No

Open Entry/Open Exit: Yes

Received upon completion

Certificate:	Yes
Diploma:	No
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

Desktop Applications Specialist
Microsoft Office User Specialist - Microsoft Fast Track

Some Occupations Studied in this Report for which Training is Available

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers
First Line Supervisors and Manager/Supervisors - Clerical and Administrative Support Occupations
General Office Clerks
Receptionists and Information Clerks
Secretaries, except Legal and Medical

University of California Extension, Santa Cruz - *Monterey Bay Science and Technology Center*

740 Front Street, Suite 155
Santa Cruz, CA 95060

Provider Type: 4-year Colleges and Universities

Location:	3239 Imjin Road Marina, CA 93933
Phone:	(800) 660-8639
Fax:	(831) 384-4900
URL Address:	http://www.ucsc-extension.edu
E-Mail Address:	stans@cats.ucsc.edu

Services Available

Financial Aid/Loan:	No
On-Site Child Care:	No
Career Development:	No
Counseling:	No
Job Placement:	No
Veteran Approved:	Yes
Distance Learning	Yes

Open Entry/Open Exit: No

Received upon completion

Certificate:	Yes
Diploma:	No
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

- Alcohol/Drug Abuse Counseling
- Early Childhood Education
- Environmental Safety and Health Management
- Hazardous Materials Management
- Human Services in Counseling
- Occupational Safety and Health Management
- Paralegal Studies
- Teaching English as a Second Language and Cross-cultural Language & Development
- Technology in Education

Some Occupations Studied in this Report for which Training is Available

- Child Care Workers
- Hazardous Materials Removal Workers
- Human Service Workers
- Teachers, Preschool

Wayne's College Of Beauty

1271 North Main Street
Salinas, CA 93906

Provider Type: *Private Business and Technical Schools*

Location: 1271 North Main Street
Salinas, CA 93906

Phone: (831) 443-4077

Fax: (831) 443-0326

URL Address: Not Available

E-Mail Address: Not Available

Services Available

Financial Aid/Loan:	Yes
On-Site Child Care:	No
Career Development:	No
Counseling:	No
Job Placement:	Yes
Veteran Approved:	Yes
Distance Learning	No

Open Entry/Open Exit: Yes

Received upon completion

Certificate:	Yes
Diploma:	Yes
Associate Degree:	No
Bachelor's Degree:	No
Master's Degree:	No
Doctor's Degree:	No

Vocational Training Programs

Aesthetician
Cosmetologist
Instructor Training
Manicurist

***Appendix B: LIST OF OCCUPATIONS SURVEYED
1990-2000***

LIST OF OCCUPATIONS SURVEYED 1990-2000

1990

Assemblers/Fabricators
 Automotive Mechanics
 Bookkeeping, Accounting and
 Auditing Clerks
 Bus and Truck Mechanics
 Cashiers
 Computer Operators
 Counter and Rental Clerks
 Cooks - Restaurant
 Data Entry Keyers*
 Dental Assistants
 Electrical/Electronic Assemblers
 Farm Equipment Mechanics*
 Farm Equipment Operators*
 Heating/Air Cond./Refrigeration
 Mechanics

Hotel Desk Clerks
 Licensed Vocational Nurses
 Maintenance Repairers
 Medical Assistants
 Mobile Heavy Equipment Mechanics*
 Nurse Aides/Orderlies
 Receptionists and Information Clerks
 Sheet Metal Workers*
 Stock Clerks - Storeroom,
 Warehouse*
 Tellers
 Traffic, Shipping, and Receiving
 Clerks*
 Truck Drivers, Heavy
 Truck Drivers, Light
 Waiters and Waitresses

1991

Adjustment Clerks*
 Bakers - Bread and Pastry
 Billing, Cost, and Rate Clerks
 Computer Programmers
 Drafters
 Employment Interviewers -
 Private and Public
 Employment Service*
 Food Service Managers
 Guards and Watch Guards
 Industrial Truck and
 Tractor Operators
 Instructional Aides
 Laundry/Drycleaning Machine
 Operators and Tenders

Legal Secretaries
 Loan and Credit Clerks
 Lodging Managers
 Maids and Housekeeping Cleaners
 Medical Secretaries
 Order Clerks - Materials,
 Merchandise, and Service
 Paralegal Personnel*
 Property and Real Estate Managers
 and Administrators
 Salespersons - Parts
 Stock Clerks - Sales Floor
 Typists
 Urban and Regional Planners

1992

Accountants and Auditors
 Agricultural Sales Workers
 Bill and Account Collectors
 Child Care Workers
 Correction Officers and
 Jailers*
 Dining Room and Cafeteria
 Attendants, and Bartender
 Helpers
 Electrical and Electronic
 Engineers
 Farmworkers, Vegetables
 Food Preparation Workers
 Gardeners, Groundskeepers

Graders and Sorters - Agricultural Products
 Hand Packers and Packagers
 Janitors and Cleaners
 Loan Officers and Counselors
 Marketing, Advertising, and Public
 Relations Managers
 Paper Goods Machine Setters and
 Set-up Operators*
 Production Inspectors, Testers,
 Graders, Sorters, Samplers, and
 Weighers
 Radiologic Technologists -Diagnostic
 Registered Nurses
 Travel Agents
 Welders and Cutters

1993

Bookkeeping, Accounting and
Auditing Clerks, including
Bookkeepers (Update)
Combined Food Preparation and
Service Workers
Cooks - Specialty Fast Food
Cost Estimators
Counter Attendants
Driver/Sales Workers
Financial Managers
First Line Supervisors and
Manager/Supervisors -
Clerical and Administrative
Support Occupations
First Line Supervisors and
Manager/Supervisors -
Sales and Related Occupations

General Office Clerks
Hairdressers, Hairstylists, and
Cosmetologists
Home Health Care Workers
Hotel Desk Clerks (Update)
Insurance Policy Processing Clerks
Medical Assistants (Update)
New Accounts Clerks
Purchasing Managers
Receptionists and Information
Clerks (Update)
Secretaries, General
Teachers - Elementary School
Teachers - Secondary School
Tire Repairers and Changers
Underwriters*

1994

Billing, Posting, Calculating
Machine Operators
Carpenters
Cashiers (Update)
Dental Assistants (Update)
Dental Hygienists
Designers - except Interior
and Floral
Electrical, Electronic
Engineering Technicians
Food Servers - Outside
Hazardous Waste and
Materials Technicians*
Hosts, Hostesses -
Restaurant
Industrial Production
Managers
Licensed Vocational Nurses

Maids and Housekeeping Cleaners
(Update)
Maintenance Repairers-Utility (Update)
Nursery Workers
Pharmacists
Production, Planning and
Expediting Clerks
Sales Agents - Advertising
Sales Agents - Financial Services
Sales Agents and Placers -
Insurance
Sales Agents - Selected Business
Services
Sales Representatives -
non-Scientific, except Retail
Systems Analysts, Electronic
Data Processing

1995

Automotive Body and
Related Repairers
Automotive Mechanics^
Bartenders
Bus and Truck Mechanics
and Diesel Engine Specialists^
Bus Drivers
Bus Drivers - School
Computer Network (LAN/WAN)
Technicians
Data Processing Equipment
Repairers

Human Service Workers
Instructors and Coaches - Sports
and Physical Training
Medical and Clinical Laboratory
Technologists
Office Machine and Cash Register
Servicers
Operating Engineers
Payroll and Timekeeping Clerks
Social Workers - Medical and Psychiatric
Social Workers - except Medical
and Psychiatric

1995 (Continued)

Dispatchers - except Police,
Fire, Ambulance
Electrical and Electronic
Assemblers^
English and Foreign Language
Teachers - Postsecondary

Tax Interviewers/Preparers
Typists, including Word
Processing^
Vocational and Educational
Counselors
Writers and Editors

1996

Artists and Related Workers
Assemblers and Fabricators - except Machine,
Electrical, Electronic, and Precision^
Child Care Workers^
Computer Programmers, including Aides^
Cooks - Restaurant^
General Office Clerks^
Housekeeping Supervisors^
Human Resource Technicians
Instructors - Nonvocational Education
Kindergarten Teachers

Machinists
Patient Insurance Clerks
Phlebotomists
Preschool Teachers
Salespersons - Retail (except Vehicle Sales)
Secretaries - Legal
Secretaries - Medical
Teachers - Special Education
Truck Drivers - Heavy or Tractor Trailer^
Truck Drivers, Light - including Delivery and
Route Workers^

1997

Cardiology Technologists
Combined Food Preparation and
Service Workers^
Correction Officers and Jailers^
Dining Room and Cafeteria Attendants and
Bartender Helpers^
Drafters^
Food Preparation Workers^
Guards and Watch Guards^
Home Health Care Workers^
Instructional Aides^
Massage Therapists

Occupational Therapy Assistants and Aides
Painters, Paperhangers - Construction and
Maintenance
Pharmacy Technicians
Physical Therapists
Police and Detective Supervisors
Police Detectives
Police Patrol Officers
Sheriffs and Deputy Sheriffs
Sales Representatives, Scientific and Related
Products and Services - except Retail
Wholesale and Retail Buyers - except Farm
Products

1998

Agricultural Sales Workers^
Biological, Agricultural, and Food Technicians
and Technologists - except Health
Bookkeeping, Accounting and Auditing Clerks,
including Bookkeepers^
Cooks - Specialty Fast Food^
Counter Attendants^
Data Processing Equipment Repairers^
Farm Equipment Mechanics^
Farm Equipment Operators^
Farmworkers, Food and Fiber Crops^
Firefighters
First Line Supervisors - Agricultural, Forestry, Fishing
and Related Occupations

Hand Packers and Packagers^
Janitors and Cleaners - except Maids and
Housekeeping Cleaners^
Nurse Aides^
Personnel Clerks - except Payroll and
Timekeeping
Physical Therapy Aides
Physical Therapy Assistants
Receptionists and Information Clerks^
Stock Clerks - Sales Floor^
Waiters and Waitresses^

1999

Amusement and Recreation Attendants^
Aquatic Science Technicians
Automotive Mechanics^
Carpenters^
Child Care Workers^
Computer Support Specialists
Dental Assistants^
Driver/Sales Workers^
First Line Supervisors and Manager/
Supervisors - Clerical and
Administrative Support Occupations^
Graphic Designers

Hazardous Materials Removal Workers^
Hotel Desk Clerks^
Human Service Workers^
Laborers, Landscaping and Groundskeeping^
Marine Technicians
Medical Assistants^
Recreation Workers
Secretaries, except Legal and Medical^
Surgical Technicians
Telephone and Cable T.V. Line Installers and
Repairers

2000

Bus Drivers^
Cashiers^
Computer Engineers
Cooks - Restaurant^
Financial Managers
Food Service Managers^
General Office Clerks^
Internet Web Site Designers/Developers
(Webmasters)
Lodging Managers^
Maintenance Repairers - General Utility^
Marketing, Advertising, and Public Relations Managers^

Multimedia Specialists
Ophthalmic Laboratory and Frame Technicians
Registered Nurses
Systems Analysts - Electronic Data Processing^
Teachers and Instructors - Vocational
Education and Training
Teachers - Elementary School^
Teachers, Preschool^
Teachers - Secondary School^
Truck Drivers, Light - including Delivery and
Route Workers^

* = *Limited Survey*

^ = *resurveyed occupation*

Appendix C: SAMPLE SURVEY QUESTIONNAIRE

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: _____

Position: _____

Phone: _____ Fax: _____

INTERNET WEB SITE DESIGNERS/DEVELOPERS (WEBMASTERS)

Internet Web Site Designers/Developers (Webmasters) are responsible for managing the content of an organization's Internet web site. Usually using specialized software, they create, design and maintain web pages to communicate an organization's message to Internet users.

(Non OES Code 031064999)

Does your firm employ any individual performing the duties in the occupation described above? ☐ Yes ☐ No

If yes, please complete this survey for the occupation described.

If no, please return this questionnaire to the above address.

If your firm has multiple locations, please confine your answers to locations in **Monterey County**.

1. What job title(s) does your firm use for these duties? _____

2a. How many employees does your firm currently have in this occupation? _____

2b. In this occupation, how many are: Male? _____ Female? _____

2c. In this occupation, how many current employees are there, and, on average, how many weekly hours do they work?

Regular, Full Time: _____ Average Weekly Hours Worked: _____

Regular, Part Time: _____ Average Weekly Hours Worked: _____

Temporary/On Call: _____ Average Weekly Hours Worked: _____

Seasonal: _____ Average Weekly Hours Worked: _____

3. In your firm, what shifts are available for this occupation? (check all that apply)

☐ Day ☐ Swing ☐ Graveyard ☐ Other (Please specify): _____

4. Has your firm hired in this occupation within the last 12 months? ☐ Yes ☐ No

If yes,

How many were hired to fill vacancies resulting from promotions within your firm? _____

How many were hired to fill vacancies resulting from people in permanent positions leaving your firm? _____

How many were hired to fill new permanent positions resulting from growth? _____

How many were hired to fill temporary, on call, or seasonal positions? _____

5a. During the last 12 months, did your firm's employment in this occupation: (Check one)

☐ Decline ☐ Remain Stable ☐ Grow

5b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)

☐ Decline ☐ Remain Stable ☐ Grow

6. When you hire applicants for this occupation, is prior experience in this occupation required?

☐ Yes ☐ No ☐ Not required, but preferred

If yes or preferred, how much experience in this occupation is required/preferred? _____ (months)

Is experience in other occupations accepted? ☐ Yes ☐ No

If yes, please specify: Occupation: _____ (months)

7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)

Not Difficult = 1 2 3 4 = Difficult

8. If prior experience is not required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants. (Circle one)

Not Difficult = 1 2 3 4 = Difficult

9. Does your firm accept training as a substitute for experience in this occupation? ☐ Yes ☐ No

If yes, how many months of training can generally be substituted? _____ (months)

10. Is technical or vocational training required prior to employment in this occupation?

☐ Yes ☐ No ☐ Not required, but preferred

If yes or preferred, what kind of training is required/preferred? _____ (months)

11. What is the minimum level of education your firm requires when hiring an applicant in this occupation? (Check one).

☐ Less than high school diploma ☐ High school diploma or equivalent

☐ Associate Degree (2 year) ☐ Bachelor Degree (4 year) ☐ Graduate Study

12a. What is the usual income earned by your firm's employees in this occupation at the following levels of skill and experience?

Base Wage or Salary

• New hires, no experience (trained or untrained): \$ _____

• New hires who are experienced: \$ _____

• Experienced employees after 3 years: \$ _____

Please check one: ☐ Hour ☐ Week ☐ Month ☐ Year

12b. For other compensation, if applicable, please indicate the average overall earnings and types(s) of compensation.

• New hires, no experience (trained or untrained): \$ _____

• New hires who are experienced: \$ _____

• Experienced employees after 3 years: \$ _____

Please check one: ☐ Hour ☐ Week ☐ Month ☐ Year

Type of Compensation: ☐ Commission ☐ Tips ☐ Bonus ☐ Piece Rate ☐ Other (Please specify): _____

13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement?

☐ Yes ☐ No If yes, what is the name of the union or local number? _____

14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:

	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15a. Does your firm ever promote employees in this occupation to higher level positions? ☐ Yes ☐ No

If yes, what are the titles of the positions to which they may be promoted?

15b. What skills are important for career advancement?

16. What computer software skills, if any, does your firm seek in applicants for this occupation? (Check all that apply and specify software name) ☐ None

☐ Word Processing _____

☐ Desktop Publishing _____

☐ Spreadsheet _____

☐ Other _____

☐ Database _____

17. What other new skills are needed to perform the duties of this occupation?

18. When your firm hires employees for this occupation, which are the top three most successful recruitment methods?

☐ In-house promotions or transfers

☐ Newspaper ads

☐ Internet

☐ EDD

☐ Walk-in applicants

☐ Colleges/Universities

☐ School/program referrals

☐ Union hall referrals

☐ Employee referrals

☐ Private employment agencies

☐ Trade journals

☐ Other (Please specify):

19. Are you aware of any new, changing, or emerging occupations in your industry? ☐ Yes ☐ No

If yes, please specify: _____

20. Would you like to receive a complimentary copy of the survey results for this occupation? ☐ Yes ☐ No

21. In which languages do you prefer fluency in oral and written communication for this occupation:

☐ English ☐ Spanish ☐ Vietnamese ☐ Japanese ☐ Korean ☐ Pilipino/Tagalog ☐ Other(s) _____

22. The following is a list of qualifications that may or may not be important for **job entry** into this occupation. Please indicate the degree of importance for each qualification, using the following sliding scale of 1-4: Not Important = 1 2 3 4 = Very Important

___ Ability to use good business English

___ Free hand drawing skills

___ Ability to design brochures

___ Ability to create cartoons

___ Ability to use multiple page layout softwares*

___ Ability to use multiple photo softwares*

___ Ability to use multiple graphics softwares*

___ Ability to use multiple web site design and construction softwares*

___ Possession of good color perception

___ Ability to write effectively

___ Ability to work independently

___ Creativity

___ Other (Please specify: _____)

***Please list specific software products by name in Question 16 above.**

Do you want our staff to contact you about subsidized On-the-Job Training for this occupation? ☐ Yes ☐ No